

G-Cloud15

Access Education People Service Definition

Contents

1	Service Overview	3
2	Onboarding.....	10
3	Additional Service Options	12
4	Service & Support Management Details	12
5	Account Management & Customer Success.....	14
6	Backup and Disaster Recovery	14
7	Business Continuity	16
8	ISO27001 Accreditation	16
9	Development Life Cycle.....	16
10	Technical Requirements	16
11	Service Constraints	16

1 Service Overview

Access Education People HR software is cloud-based and specifically designed for the education sector. Offering powerful functionality to attract, screen, on-board and manage staff and meet the complex challenges of school HR management in schools and multi-academy trusts of every type and size. Our HR software is designed to streamline and automate your HR administration, increase your efficiency, accuracy, and compliance.

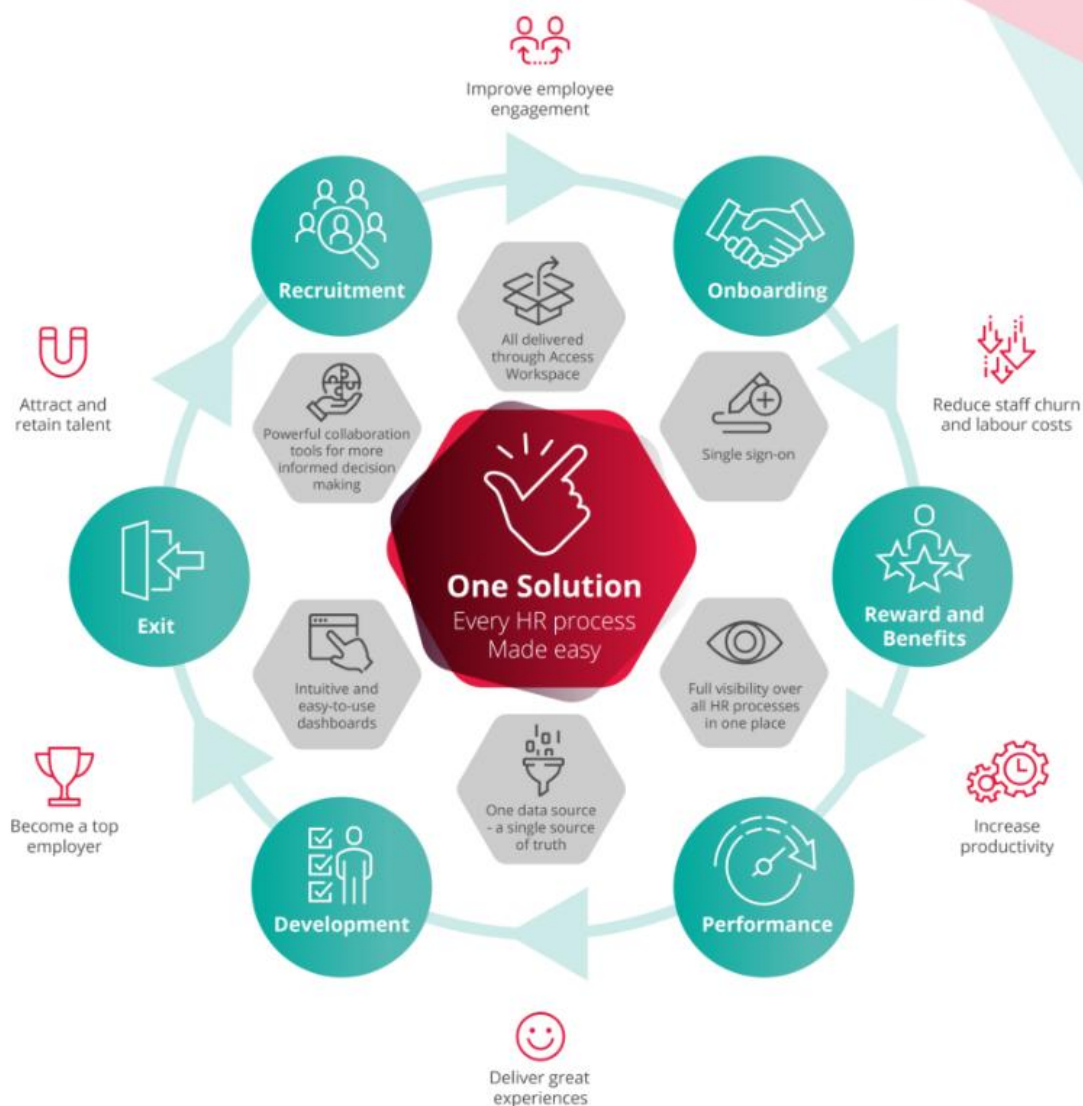
The benefits of centralising your HR system to an online platform include:

- Enhanced employee engagement
- Data Compliance - Central source of data
- Comprehensive Reporting
- Improved efficiency
- Standardisation and consistency across all schools in trusts
- Freedom to focus on what matters most, Education.

Customer Life Cycle

Access Education People has been designed with both educators and the employee lifecycle in mind. With features that can reduce the administrative burden associated with HR processes and improved staff relations through our self-serve portal.

And now with integrations to certain Management Information Systems (MIS), Eteach Recruitment and our own Access Education Budgets software, we continue to streamline processes further with our ongoing product enhancements.



Recruitment

From the very first moment a potential employee is introduced to your school, you want to make sure you provide a good impression. An efficient recruitment process, that is easy for both the recruiter and the candidate is a must, from branding to management through to DE&I, Access Education People can support you every step of the way.

Candidate Management:

- Efficiently review digital applications.
- Accept or reject candidates directly within the vacancy record.

Talent Pool:

- Create a talent pool for future reference.
- Manage both promising candidates and those who don't meet your school's standards.

Vacancy Workflow:

- Customise the workflow for each vacancy.
- Specify application forms, interview rounds, assessments, and email templates.

Custom Forms & Assessments:

- Customise application forms and assessments.
- Integrate them seamlessly into the recruitment process.

Anonymised Applications:

- Optionally hide identifying criteria during shortlisting.
- Reduces potential discrimination and bias.

Online References:

- Email referees with a link to complete reference requests online.

Branded Careers Portal:

- Customise your dedicated careers portal to reflect your school's brand.

Onboarding

Once an employee joins your team the aim is to onboard them as quickly as possible and with minimal friction. Our core features enhance efficiency, compliance, and employee integration during critical phases of their employment journey.

- With our recruitment feature you can streamline the process by allowing new employees to complete their own onboarding online.
- Collect essential information such as bank details, work history, qualifications, and education.
- Seamlessly integrate this data into the employees' HR records.
- Establish and manage probation periods for new hires.
- Conduct probation review meetings, set objectives, and identify training needs.
- Receive automated alerts for probation end dates.
- Extend or complete a probation period based on performance assessments.

Rewards and Benefits

We can offer an enhanced HR service with the addition of Access Engage, our employee benefits and reward engagement software. Our employee benefits, reward and recognition and internal communications software work together to help attract, retain, and engage talented teams while delivering an exceptional employee experience.

Employee Reward and Recognition

- Manager led recognition.
- Peer to peer recognition

Employee Benefits

- Delivering a wide range of employee benefits

- Flexible and extensive all in one platform

Employee Communication

- Nurture an inclusive culture.
- Social communications
- Central portal

Wellness Hub

- Expert led employee wellness content.

Wellbeing

Wellbeing plays a huge part in a team members engagement to the business and is a critical aspect of an individual's overall health and happiness. It can encompass physical, mental, and emotional wellness. Our software can help you prioritise wellbeing in the workplace by improving communication, enhancing productivity, and promoting a positive culture, we do this through data driven insights, wellness programmes and benefits management.

Performance & Development

Often overlooked, regular performance evaluations and feedback from employees can help you keep on track with the development needs of your teachers and staff, as well as an opportunity to work with them on goal alignment and professional development. Our software enables managers to support their teams and identify strengths and improvement areas to ensure the school delivers exceptional education.

Performance and Appraisals:

- Record details of performance meetings and reviews with employees.
- Set visible objectives for employees
- Attach supporting documents.
- Schedule follow-up meetings.
- Receive notifications for timely actions.

Skills Assessment:

- Evaluate employee scores against targets.
- Track overall assessment scoring and skill gaps.
- Use assessment scores to set training goals.

Disciplinary Cases:

- Document disciplinary cases, including allegations and meeting specifics.
- Detail actions, including warning expiry dates.
- Record information for government agencies, if necessary.

Employee Grievances:

- Capture grievance type, comments, and relevant dates.

- Upload relevant files.
- Allocate grievances to managers for thorough investigation.

The following key features will enhance training efficiency, compliance, and participant experience.

Courses:

- Set up unlimited courses with predefined details.
- Specify attendee limits, cost, and duration.
- Categorise courses and define content, target groups, and objectives.

Events:

- Choose a course and organize an event.
- Select a location, arrange trainers, and book employees.
- Efficiently manage event logistics.

Training Requests:

- Employees can view training events and submit requests.
- Managers authorise or reject requests via an approval process.

Results & Qualifications:

- Assign qualifications upon successful course completion.
- Record outcomes after each event.

Waiting List:

- Manage waiting lists for future events.
- Track attendee qualifications and expiry dates.

Course Materials:

- Provide materials at different stages of training.
- Pre-event materials become accessible upon booking.

Prerequisites:

- Configure reminders for attendees, trainers, and managers.
- Ensure essential tasks (e.g., room booking, lunch) are not overlooked.

Access Education People, a win for HR professionals

Our online HR software and payroll service Access Education People, not only supports your employee lifecycle, but it is also a HR professionals one stop to efficiency, accuracy, and compliance.

Customisation and Flexibility:

- Customise settings at the school, group, or trust level.
- Easily incorporate new academies into multi-academy trusts.

Efficient Payroll Management:

- Managed payroll service ensures accurate and timely payments.
- Minimal manual input required from administrators.
- Dedicated payroll professional allocated to your Payroll process

Centralised & Comprehensive Employee Records:

- Store comprehensive employee information in a central database.
- Accommodate multiple roles, within a Trust and across multiple schools.
- Capture profiles, qualifications, salary, allowances, and assets.
- Easily manage employees with multiple contracts.

Streamlined People Management:

- Handle leaves, sickness, disciplinary processes, absences and more.
- Self-service features empower staff to manage their own profiles and requests.

Organisational Structure:

- Map out reporting hierarchies and post details.
- Define terms and conditions within the structure.

Absence Management:

- Self-service leave requests with tailored authorisation workflows.
- Attach supporting documentation.
- Manage leave accruals and pay.

Sickness Absence Tracking:

- Monitor sickness absences using customized triggers.
- Take timely action based on triggers.

Analytics

- Sickness and absence data
- Workforce information dashboard

Nuances of the Education Sector supported by Access Education People

Feature	What is it?	How we can help
Single Central Record (SCR)	Every school needs to have a real-time SCR in line with DfE statutory guidance for schools on safeguarding children. It records all pre-employment	Access Education People has the ability to generate a SCR report anytime it is required. It will report on all employees and non-

	checks conducted on teaching staff, support staff and volunteers to ensure their suitability for working with/around children	employees, ensuring you are compliant
Workforce Census	It's a statutory data collection that takes place each autumn. It collects data on all teaching and support staff in regular employment. This enables DfE to gather important information to get an overview of many metrics	We have a workforce report that can be run at anytime, ensuring there is plenty of time ahead of submission time to check data. Once a customer is happy with their data; running the export required for DfE Collect upload is quick and easy.
Payscales	School staff have different pay ranges. Within these pay ranges you have pay spines (grades) which staff work their way up.	Access Education People has the functionality required to support all Payscales and ranges required
Term Time	An Education system also needs to cater for all aspects of staff that only work in term time (and have the school leave as their leave, as opposed to the standard annual leave allowance they deduct from. Most term time only staff will get no standard annual leave.	Access Education People allows you to enter clearly where a post relates to term time only
Estate Structure	We need to ensure that estate structure aligns with the growing MATs.	Our estate structure allows a MAT to clearly set up a central level, multiple schools underneath and then also different areas within each school, fully supporting the structure they require.
Multiple Contracts	Some staff will have multiple contracts with the same employer. For example, a teaching assistant that also works as a midday supervisor	Access Education People enables multiple contracts for an employee allowing different terms and conditions to be applied to each

Pensions	Customers need to know that we can fulfil different teacher pension initiatives relevant to education, such as TPS & LGPS (Fully support MCR)	We can assure our customers that we are no strangers to the world of education related pensions and can assist with their requirements.
Integrations	The requirement to integrate to other education specific products	We have integrations to Access Education Budgets and certain MIS

The future development of Access Education People

Soon to be launched is our new AI tool that will revolutionise how employees access information and streamline their tasks. Employees can simply ask Access Education People questions and our AI will provide instant, accurate responses.

Taking self-service to the next level, our AI enables seamless access to all relevant data within our HR Software, empowering employees to find what they need quickly and effortlessly, mitigating the need for manual search.

Our system intelligently filters and prioritises notifications, ensuring you receive only the most critical updates. This frees up valuable time for you to act and stay ahead.

With our new generative AI, employees can receive assistance with various tasks, from crafting job descriptions to refining interview questions. Our AI even helps check writing for errors, tone, and accuracy, ensuring professional and effective communication.

But that's not all – we're committed to leveraging AI for data analysis, enabling predictive insights and actionable recommendations. By proactively identifying potential issues in advance, our AI empowers you to address challenges before they escalate, saving time and resources.

2 Onboarding

We aim to provide you with an excellent experience in getting up and running. Our Implementations packages range from small site implementations using our rapid FlightPath Implementation packages right up to larger solution projects where we would use our Access Implementation methodology. For the set-up process to be as successful as possible, we need to work together to achieve this.

Access FlightPath

Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face to face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product e- learning, so your users can learn our products at their own pace.

Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

Each FlightPath implementation programme from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We'll be using these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

Clear roles and responsibilities

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

Your onward journey

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team.

The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution.

Full details of our Flightpath implementations for Access Education People can be found here:

<https://pages.theaccessgroup.com/Access-Education-People.html>

<https://pages.theaccessgroup.com/Access-Education-People-with-Recruit-Module-Flightpath.html>

3 Additional Service Options

The table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

FlexPoints	Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve. Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.
------------	---

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

Support Commitment

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans for Access Education People as detailed below.

The Essential Plan

The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

Get answers faster

As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment
Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here [Access Customer Success Plans](#)

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

All backups are stored on disk and are retained for a period of 12 Months, financial data is kept for 7 years.

Backups are stored within a multi tenancy data vault and are encrypted at rest. The design of the architecture means that all data is simultaneously available in both the primary datacentre and the secondary datacentre meaning data is always backed up to another geographically diverse site.

All Servers are backed up on a daily basis at 10pm. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

Retention for backups:-

15-min SQL	28 days
Daily	28 days
Weekly	3 months
Monthly	1 year for non-financial data / 7 years for financial data

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

Standard Restore Testing

We undertake a restore test automatically on a weekly basis.

DR Testing

We run a full DR test on a 6 monthly basis, this is a non-invasive test where we bring the DR site up in an isolated fashion to ensure the services recover (Zerto allows us to do this without bringing the production environments down).

SQL Server

SQL Server Full Database backups are taken overnight as well as having SQL transaction logs taken at 15 minute intervals. This allows a database to be restored to an overnight position or to be restored to a chosen point in time within the day.

Frequently a database is restored following a user accidentally changing lots of data so the RPO does not always apply as the user may have changed the data several days ago, however the solution has been designed with a maximum RPO of 12 hours and a RTO of 6 hours.

Single Virtual Machine Failure – IIS or RDS Server

In the unlikely event of a single virtual machine (VM) failing (e.g. the IIS VM ceases to respond but the other VMs are still functioning correctly) then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed so that the files on an IIS and RDS server are fairly static with an RPO of 12 hours and a RTO of 6 Hours

Single Virtual Machine Failure – SQL Server

In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours

Complete Primary Datacentre Outage

In the unlikely event that the primary datacentre goes completely dark where all VMs are lost or there is no internet connectivity an investigation period will be undertaken for 2 hours to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one. Once this decision has been made the solution has been designed with an RPO of 12 hours and a RTO of 12 Hours 'Optional' Customer Copies of Backups.

7 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

8 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

9 Development Life Cycle

As one of our core products Access Education People has a detailed roadmap of improvements driven both by customers and by our own roadmap. Ongoing development against each application is supported by a development plan that has high levels of details for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 month with a list of additional options waiting to be added.

New functionality is added on a regular basis (usually every quarter) with all companies benefitting at the same time.

10 Technical Requirements

Access Education People is cloud based, browser run software which runs on any computer or browser and internet connectivity. Self service elements are also mobile enabled to allow users to carry out self service tasks from the convenience of a mobile device such as a tablet or smart phone.

Web Browsers

Internet Explorer 11 and above, Microsoft Edge, Firefox, Safari, Google Chrome

Mobile Devices

IOS, Android

11 Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month. As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.