

G-Cloud 15 Service Definition

UNIT-e Cloud

UNIT-e

part of
ParentPayGroup

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UNIT-e Cloud Service description

Overview of the Service

UNIT-e Cloud is a cloud deployed student management solution that works in tandem with the **CEDAR Cloud** student engagement solution. It captures and maintains data that educators need to support their students' success along their academic journey.

UNIT-e does this by empowering more informed and thus effective collaboration between Students and Staff, as well as facilitating more beneficial and timely stakeholder engagement, for example, with parents, other institutions, commercial partners, placement and recruitment agencies and employers.

UNIT-e is at the heart of over 100 of the UK's post-16 education providers including Universities, Colleges, Adult and Community Learning and Work Based Learning providers. With over 25-years of customer-centric and industry knowledge feeding into our product roadmap UNIT-e is always up to date, compliant and highly effective in adapting to operational, market, statutory and data-driven change.

Recognising that modern institutions may be considering widening their student recruitment profile, or already have a mixed economy of students (e.g. A-Level, BTEC, IBac, Apprentices, Undergraduate, Post-Graduate etc) UNIT-e offers a comprehensive and highly flexible selection of Licence packs based on likely requirements for differing market sectors as listed below and defined in the pricing documentation provided.

UNIT-e Overview

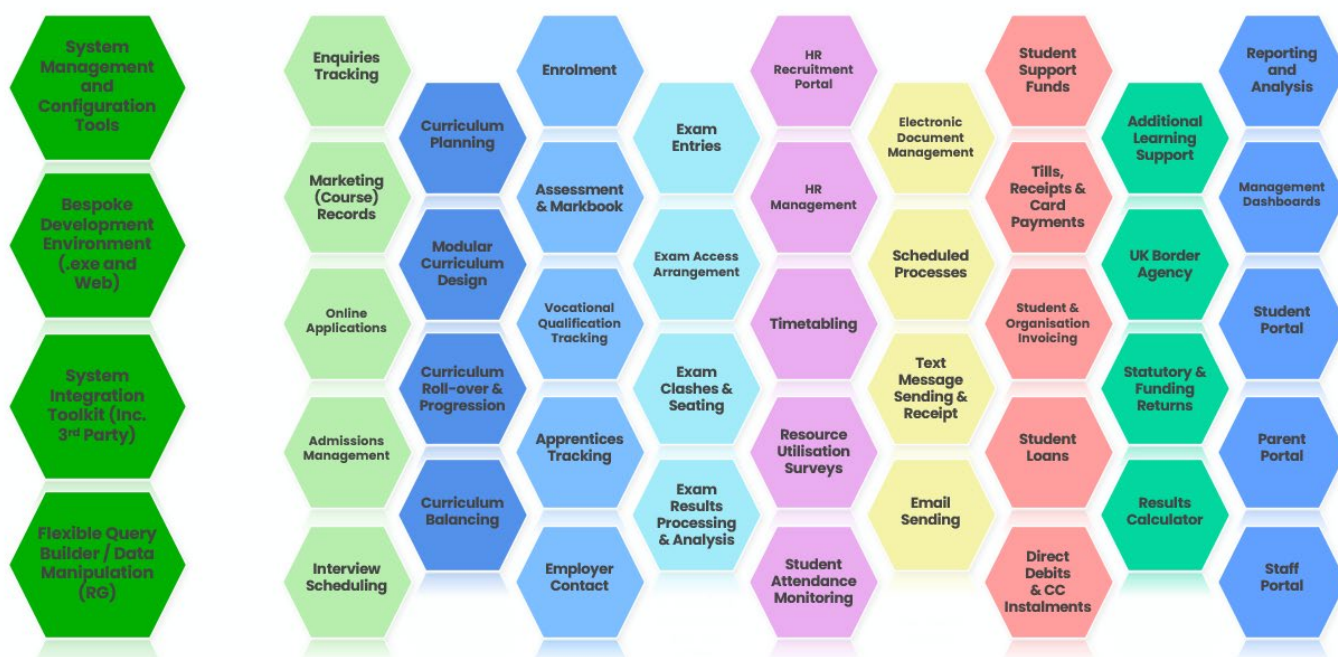


Figure 1 - UNIT-e Modules.



UNIT-e is one of the few products that can offer Institutions the breadth of modules and flexibility needed, on just one platform, where the post-16 education landscape can see Universities, Colleges and Workplace providers competing to offer both further and higher education qualifications.

Multi-Company

UNIT-e is a multi-company system that supports multiple institutions from a single database.

Single Database

All UNIT-e modules access the same single database and are fully integrated, thereby increasing the accuracy and reliability of data processing and reporting, as all data and reports are sourced from one database, and this lessens the capacity for data mismatches in the first place.

As UNIT-e is one database, when data is updated, changes are then reflected 'live' across the system. For example, changing a student's address will automatically and appropriately be visible to all stakeholders including Staff, Students, Parents and Employers. Note that only staff with appropriate user privileges will be able to make changes such as this, and all stakeholders will have institution-defined privileges to control how they engage with UNIT-e modules and functionality, and what information they can view, add, and change.

Better Engagement

Developed with a true understanding of post 16 educational requirements, UNIT-e supports institutions in raising standards of achievement and student attainment, managing their statutory returns, managing finances, and sharing good teaching practices. UNIT-e offers a wide range of specialist modules, which integrate seamlessly to provide a comprehensive platform that simplifies an institution's key administrative and management activities. For example:

- UNIT-e helps institutions manage student registration and absence, student performance, personalised learning, exam organisation, timetable construction, cover management and many more institutional activities.
- UNIT-e maintains real-time, accurate information to support institutions in conducting regular and comprehensive self-evaluations. Senior leaders can target resources, support personal development, promote achievements, and spread good practice.
- UNIT-e enables academic staff to access information, analyse and monitor student data, quickly and efficiently using powerful, integrated desktop tools.
- The solution is further optimised when deployed with CEDAR's browser-native Staff, Student, and Parent Portals that facilitate better engagement and outcomes through improved collaboration between all stakeholders.
- UNIT-e and CEDAR, available via the G-Cloud service, provides cloud-based access over a secure encrypted internet connection. This allows secure and privilege-controlled staff access to the service from anywhere, using multiple device types. And with full

maintenance and support provided by ESS on your behalf, for upgrades and backups of the hosted applications, the solution is kept up to date.

UNIT-e Market Specific Packages

UNIT-e specific market packages (and associated pricing) are as follows:

- English Further Education
- Scottish Further Education
- Welsh Further Education
- Higher Education – UK & Ireland
- Adult and Community Learning
- Other Markets

UNIT-e Licence packages contain modules that can be mixed and matched so that customers can cherry pick the required modules to ensure best value and optimal capabilities using UNIT-e for their institution's needs (see Figure 1 – UNIT-e Modules above). If, for example, an institution has a mixture of academic pathways for their students they can in the curriculum offering select modules spanning both further and higher educational provision.

Statutory Returns

Statutory reporting is integral to UNIT-e, drawing on existing student information to reduce the need for rekeying and the tools provided will aid rapid and error-free production of returns.

Due to the close links between curriculum data and the statutory returns the requirements and schemas of ILR, HESA, and other reporting bodies are integrated into the software and maintained centrally by UNIT-e, for example:

UNIT-e England

- Individual Learner Return (ILR)
- UKVI: Points Based Immigration
- Student Loans Company / FE Loans
- Schools Census Returns

UNIT-e Scotland

- Further Education Scotland (FES)
- Student Awards Agency for Scotland (SAAS & SLC combined)
- More Choices More Chances (MCMC)
- UKVI: Points Based Immigration

UNIT-e Wales

- Learning Wales Record (LLWR)

UNIT-e Higher Education UK & Ireland

The following HE returns are supported in UNIT-e:

HESA (Higher Education Statistics Authority) returns:

- Student XML return
- Aggregate Offshore record
- Alternative Provider (AP) student record
- Destination of Leavers from Higher Education (DLHE) record
- Initial Teacher Training (ITT) record
- Provider Profile record
- Higher Education Achievement Report (HEAR)
- Nursing and Midwifery Council (NMC) Registration return
- Scottish Early Statistics Return
- HEFCE returns:
 - Higher Education in Further Education: Students (HEIFES) survey
 - Higher Education Students Early Statistics (HESES) survey

UCAS

The UNIT-e Admissions Management Service enables the management of the entire admissions cycle from the point of receiving applicant and application choice information to the end of the process when Institutions can enrol successful applicants on courses at their institution. The flexibility of the software enables Institutions to download UCAS and CUKAS applications and process direct applications entered electronically.

UNIT-e Ireland HEA and CAO

A suite of applications, tools and reports are provided to enable Institutions in Ireland to manage their HEA and CAO data and business processes.

As regard software releases, we have three planned upgrades per year, one just before Easter (typically March/April), one late summer (typically July) and Winter (around December). These dates are there to fit in with the FE/HE calendars. As a result, we may issue interim releases between these where there are late changes or late specifications for statutory returns.

The data that is collected for these returns varies by each return but can include information about Employers, Schools, Staff and Students together with Student Attendance, Student Courses being undertaken and Student outcomes.

UNIT-e Cloud Service Offering

As discussed above UNIT-e provides functionality that supports the full Student Life Cycle from initial enquiry, through application to alumni. UNIT-e modules broadly cover the following key business processes/areas within an Institution:

Student Recruitment

- Website Marketing and Promotion.

Student On-Boarding

- Website Enquiries and Applications by Students Self-Servicing 24x7
- Back-Office Staff Data Entry and Progression of Website Enquiries/Applications
- Admissions Processing and Interviews/Advice & Guidance

Student Processing

- Website Enrolments by Students Self-Servicing 24x7 including online payments by Debit/Credit Cards
- Back-Office Staff Data Entry and progression of website Enrolments and Fees.
- Student Loans and Bursaries
- Additional Learning Support and Discretionary Support Fund Processing

Student Management:

- Timetables and Attendance.
- Tracking and Course Monitoring.
- Markbook, Assessments and Examinations.
- Student Pastoral Support
- Alumni.

Statutory Returns

- ILR, FES, LLWR and HESA production, validation, and output.

Reporting

- Over 1,000 Standard report templates
- UNIT-e Report Generator including import/export and bulk updates.
- SSRS Reporting
- UNIT-e Class Importer for 3rd party system data import creating Mash-Up Reports from multiple systems.
- Microsoft Office Builder – Add-in for Excel, MS Word, etc,
- Business Intelligence Dashboards

Workflow and Automation

- Automation and workflow tasks to initiate, action and approve transactions across the system individually or in bulk, for example transfers/withdrawals etc.

UNIT-e Market Specific Packages

The UNIT-e Market Specific Packages (and pricing) include the following UNIT-e Products associated with the type of Institution procuring the solution as follows:

	English Further Education	Scottish Further Education	Welsh Further Education	Higher Education – UK & Ireland	Adult and Community Learning	Other Markets
UNIT-e Core Products						
Workplace	Y	Y	Y	Y	Y	Y
Launch Pad	Y	Y	Y	Y	Y	Y
Database Management	Y	Y	Y	Y	Y	Y
Reporting Services	Y	Y	Y	Y	Y	Y
Information Interface (Standard and Advanced)	Y	Y	Y	Y	Y	Y
Information Interface (Professional)	Y	Y	Y	Y	Y	Y
Information Interface (Web)	Y	Y	Y	Y	Y	Y
Internet Builder	Y	Y	Y	Y	Y	Y
UNIT-e Tools	Y	Y	Y	Y	Y	Y
Warehouse Builder	Y	Y	Y	Y	Y	Y
Windows Services – Email/SMS	Y	Y	Y	Y	Y	Y
WebAPI	Y	Y	Y	Y	Y	Y
Dictionary Builder (Class Importer)	Y	Y	Y	Y	Y	Y
Electronic Document Management	Y	Y	Y	Y	Y	Y
Extended Configuration Library (Config+)	Y	Y	Y	Y	Y	Y

UNIT-e Standard Products						
Student Manager	Y	Y	Y	Y	Y	Y
Curriculum Manager	Y	Y	Y	Y	Y	Y
Resource Manager	Y	Y	Y	Y	Y	Y
Attendance Manager	Y	Y	Y	Y	Y	Y
Examinations Manager	Y	N	Y	N	Y	Y
Assessment Manager	Y	Y	Y	Y	Y	Y
Results Calculator	N	N	N	Y	N	N
Target Tracking	Y	Y	Y	Y	Y	Y
Learner Support	Y	Y	Y	Y	Y	Y
Marketing Manager	Y	Y	Y	Y	Y	Y
Human Resources	Y	Y	Y	Y	Y	Y

	English Further Education	Scottish Further Education	Welsh Further Education	Higher Education – UK & Ireland	Adult and Community Learning	Other Markets
UNIT-e Finance and Financial Support						
Finance Manager	Y	Y	Y	Y	Y	Y
Finance Manager Agresso Link	D	D	D	D	D	D
Finance Manager Aptos Link	D	D	D	D	D	D
Finance Manager Dream Link	D	D	D	D	D	D
Finance Manager Sun Link	D	D	D	D	D	D
Finance Manager Symmetry Link	D	D	D	D	D	D
Student Awards	Y	Y	Y	Y	Y	Y
Student Loans	Y	Y	Y	Y	Y	Y
Support Funds	Y	Y	Y	Y	Y	Y

UNIT-e Online Products						
Advantage	Y	Y	Y	Y	Y	Y
Online Services	Y	Y	Y	Y	Y	Y
Pathways (UCAS/CUKAS)	N	N	N	Y	N	N
Pathways (Direct Applications)	N	N	N	Y	N	N

UNIT-e Market Specific Products						
England FE: ILR Management	Y	N	N	N	Y	D
Learner Registration Service	Y	N	Y	N	Y	D
Ireland: HEA Management	N	N	N	Y	N	D
Scotland FE: FES/SQA Management	N	Y	N	N	N	D
Wales FE: LLWR Management	N	N	Y	N	N	D
Higher Education: HESA Management	N	N	N	Y	N	D
School Census Return	Y	N	N	N	N	D
Employer Contact	Y	Y	Y	Y	Y	D
Vocational Qualifications	Y	Y	Y	Y	Y	D

In the table above:

“Y” means yes, it is included if relevant to the institution’s requirements.

“N” means not included as standard, but available on request.

“D” means yes, on demand if relevant to the institution’s requirements.

Other Third-Party products are available at additional cost on demand and are outside of scope of this service. These include, but are not limited to the following:

- Third Party Products and Links
- AFD Postcode UNIT-e Link
- Electronic Signatures
- IDXtra Link

UNIT-e Cloud Hosting

- ParentPay Group operations and infrastructure is fully resilient and prepared to handle a comprehensive set of serious failures. These are exercised regularly through various mechanisms
- All critical systems are replicated between data centres and backups are encrypted and replicated to cloud storage in our UK Data Centres
- Our RTO for all unscheduled service outages is 4 hours and RPO is near real-time
- Office locations have redundant internet connectivity to ensure continued service for telephony and SaaS systems used for the delivery of the service
- Telephony and Support systems are cloud based and are resilient to failure, with Disaster Recovery capability
- ParentPay Group operates a secondary datacentre for use in a disaster scenario
- All staff without ParentPay Group are able to work from any location, with all systems enabled for remote access. This ensures that all functions of the company can operate without the risk of a physical location being lost.

Service Availability

Service availability target is 99.5% for all applications and services. Service availability is provided as per service levels defined in the Customer Service Agreement. This is 24/7/365, with documented maintenance windows agreed with the customer. These maintenance windows take place outside of normal school hours.

System availability is monitored and reported on a monthly basis and can be reported to the customer as required.

Onboarding support

To assist Customer transition to UNIT-e the migration process may involve both system familiarisation and specific functionality training. This ensures fast adoption and best use of the system itself and importantly the data within it.

ParentPay Group provides services for data conversion, installation and setting up of the UNIT-e, along with training and consultancy.

The process is co-ordinated by a dedicated Project Manager to ensure that the journey can be completed smoothly and efficiently, and the Institution can embark on effective use of UNIT-e.



Customers will need to engage in a requirements' gathering exercise, the main inputs to this will be the review of technical prerequisites.

A customer may also need to participate in more detailed activities for the system to integrate with the Customer's existing business processes.

Offboarding support

Providers wishing to end their ParentPay Group contract should contact our Support Desk. We will then agree a suitable end date for the provider. Our support team will then guide the provider through the close down process.

Data Transfer

The method of transferring data will be established with the Institution and the new supplier. If required, ParentPay Group will work with the new supplier to extract data from UNIT-e for import into the new system, for which ParentPay Group reserve the right to charge for such services on a time and materials basis.

All critical data for the operation of our Hosted and SaaS solutions resides within the RDBMS within the solution. The data within the solution remains the property of the Customer.

UNIT-e provides a set of data extraction tools (Report Generator) that enable users to extract data they wish to retain at the end of the Contract. This can be done at any time prior to the Contract end date.

At the end of Contract, the system will no longer be accessible for operational use. We can however provide read-only access to the database server along with a report generator licence to allow for data access or extraction beyond the Contract period subject to an additional annual reoccurring cost.

ParentPay Group does not enter a contract expecting to or anticipating an offboarding situation and the expectation would be that UNIT-e would be used for many years to come.

Service constraints

Service constraints are based on the following:

- The type of UNIT-e package selected by a customer relative to their business and the corresponding UNIT-e modules supplied, some of which could be mitigated by purchasing additional ad-hoc modules on demand.
- The standard functionality available in each UNIT-e module at the point of contract award is deemed to be the defined functionality to be provided, unless otherwise stated in a response to a functional statement of requirements.
- Accurate information provided by the customer in terms of size, scale, and scope of their requirements, having regard to UNIT-e hosting requirements to ensure optimum

load-balancing based on the pricing metrics – for example the customer identifies the correct Student Full-Time equivalent population.

- A provision of implementation services estimated on a time and materials basis at the point of contract award.

Additional Constraints may apply depending on the requirements which an Institution may define, which may be an unknown until they do.

Customisation

UNIT-e is a solution that provides tools that allow customers to customise the solution – for example changing data entry screens or for some they are content with the standard out of the box templates. For example, it is possible to have multiple versions of an enrolment data entry screen because a specific user or a piece of the curriculum is better suited to use enrolment screens version 1 as opposed to enrolment screens version 2.

Service availability.

Service availability target is 99.5% for all applications and services. Service availability is provided as per service levels defined in the Customer Service Agreement. This is 24/7/365, with documented maintenance windows agreed with the customer. These maintenance windows take place outside of normal business hours.

System availability is monitored and reported monthly and can be reported to the customer as required. System availability will meet the prescribed 99.5% availability target.

Support Services

The ParentPay Group provides support services for UNIT-e including the provision of Service Level Agreements, the details of which can be provided to new or existing customers on demand as part of the G-Cloud Service contract.

ParentPay Group will provide a Software Maintenance service for each of its provided products, for the purpose of diagnosis and resolution of problems arising in the operation of those products.

Support Services Cover:

UNIT-e Application Support

- Covers problems with the operation of each of the Application Software modules that may be preventing the Customer from achieving the functionality expected of that module.

UNIT-e Technical Managed Services

- A tailored managed service arrangement for UNIT-e that is intended to provide an extra level of support for managing UNIT-e and the required operating infrastructure on which to run it. The service is available only to customers with active UNIT-e software

licenses and is additional service level to the standard application support services provided by the UNIT-e support desk.

UNIT-e Hosting Services

- Our UNIT-e hosting services are provided with a service level agreement that sets out the hosting service offering including disaster recovery and all hosting related matters. These are provided as part of the G Cloud service contract to new or existing customers at the point of contract award.

After sales support

In addition to the implementation support, training, and use of the support helpdesk, we offer an online knowledgebase which includes technical details of our systems, FAQs, details of version updates and a portal to submit and manage ticket requests.

Account Management

Customers using UNIT-e are provided with both an Account Manager and Customer Success Manager where the mix of interaction is based on commercial and product/support matters as required.

Technical requirements

UNIT-e technical requirements are regularly updated as product changes occur. Technical pre-requisite information is provided to customers who can access this documentation through the customer success resource hub.

The UNIT-e G-Cloud service takes account of the size, scale, and scope of customer requirements to ensure that ParentPay Group provide the technical pre-requisite service that will ensure the smooth operation of the service to a new or existing customer.

Hosting options and locations

Our platforms are hosted solely within the UK. A few sub-processors process data from within the EEA. All such transfers are fully safeguarded as required by the EU GDPR and UK Data Protection Law.

All data centre locations are managed by dedicated specialist third party data centre operators. All data centre locations are certified by specialist third parties, independent to the datacentre provider. All locations are subject to PCI-DSS (where applicable) and ISO 27001 Standards.

Access to data (upon exit)

Please see details discussed in the off-boarding section.



Security

- ParentPay Group has a dedicated team of qualified security experts
- ParentPay Group is fully ISO27001 Certified
- ParentPay Group is PCI-DSS Level 1 Certified (the highest level of compliance available), we were the first UK school payments provider to achieve this level of certification
- ParentPay Group is also Cyber Essentials Plus certified, at time of writing, we are one of just a few (if not the only) CE+ certified supplier across UK EdTech
- ParentPay Group undertakes a comprehensive suite of penetration tests (approx. 80 tests per year); each product is tested at least once per year
- We operate industry leading network and host-based intrusion detection systems and best in class endpoint security technologies – including 24x7x365 Managed Detection and Response (MDR) with unlimited incident response support from highly regarded global cyber security specialists



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