

# **Royal Borough of Kingston Council and Kingston Adult Education**

## **MIS Soft Market Test Exercise**

### **Introduction**

Kingston Adult Education processes over 6,000 enrolments per year which equates to approximately 2,800 learners annually. These are all processed manually, either with the learner present at the front desk or over the phone.

### **Overview of our requirements**

We require a system that enables us to conduct all aspects of the learner process from the initial point of identifying and enrolling on a course, including payment, through to recording plus both internal and external reporting. In addition, we need a system that is scalable, delivering flexibility to allow us to expand our learner-base, offers an excellent and intuitive experience for all users, and is constantly developing and evolving to keep up with the fast paced and changing learner market.

Presenting Kingston Adult Education to learners as a modern learning organisation is priority so any review of a supplier will have a high amount of scrutiny of the design, usability and accessibility of their product, their development methods and approach to upgrading the application

### **High Level Current Challenges**

- Each new enrolment can presently take up to 20 minutes (repeat learners would be less) which impacts staffing resources.
- Front line staff have to run payments through the corporate payment process and also enter data into the current learner management information system.
- Front line staff have to complete a number of non value steps, including calculating the monthly payment if the learner wishes to pay by direct debit.
- Opportunities are needed to collect more information for certain courses at the enrolment stage to increase efficiency.
- The way the learner data is stored in the system does not pre populate other fields for example enrolment learner data does not feed into subsequent individual learner records (ILRs) thereby creating double entry
- There are in effect 2 databases within the system due to the way the data is stored.
- Examinations reporting does not have an interface with awarding organisations and has manual input
- Achievement cannot be entered by the Tutor at the end of a course via one sheet (eg on the register), which results in centre staff having to wade through every student's Individual Learning Plan to get the achievement status and then enter it into the MIS.

## **General information**

The Soft Market Test questionnaire will help inform the Royal Borough of Kingston as to the next steps, the questionnaire will focus on features, technical infrastructure, indicative costs and the implementation approach with delivery timeline.

Organisations interested in participating in this exercise are asked to submit questions by Tuesday 27th October at 12 noon and the deadline for submissions is Friday 30th October 2020 at 12 noon.

**Submissions must be submitted as a PDF document and must answer all questions in the MIS Soft Market Testing Questionnaire document.**

Submissions for this Soft Market Test will be reviewed from Monday 2nd November 2020 - Tuesday 3rd November 2020 with feedback given on Wednesday 4th November 2020

Based on the responses to the below questions suppliers will be invited to deliver a demonstration of the system. Demonstrations will be held on Wednesday 11th November 2020 or Friday 13th November 2020.

Suppliers will be informed on Wednesday 4th November 2020 if they are required for demonstrations and given the option for time slots which will be assigned on a first come first served basis. Please note that the demonstration will be 2 hours with an additional 45 minutes for questions, please ensure that the relevant parties are aware and available on these dates.

Please note the demonstrations will be held online due to the ongoing national situation.