User-approver guidance for the Provider Gateway

>lsc

Leading learning and skills

General introduction

The extension of the Provider Gateway in February to new groups of providers has been accompanied by changes in the arrangements for access. The individual user registration systems have been replaced by a system of user-approvers which enables user-approvers in each partner in the Gateway to create their own users. To assure the security of the Gateway, the LSC National Office will be able to access the live list of user-approvers.

A user-approver is someone who has all or some of the following responsibilities:

- read only access to the Gateway

- read-write access to the information on the Gateway

- no access but the ability to approve users and reset passwords, etc.

Recommendations

It is recommended that access to the Gateway is not widely spread within an organisation in order to lessen security risks. This means that there is a certain level of trust implicit in the granting of access. On the other hand, it is also advisable to have more than just one or two users with access to minimise disruption to access through illness or leave. Access to the Gateway can become a very urgent need prior to the Annual Assessment Visits (AAV), full inspection or annual planning review. You will need to strike a balance between these competing pressures.

Read only access is likely to be more widely spread within an organisation than read-write access.

Transfer of role

No user-approver should attempt to amend the user-approver portions of their Provider Gateway remits by themselves. A transfer request form will be available from Local LSC offices to enable the role to be transferred to another individual.

Change of organisation

Should a user leave the LSC, their right to access the Gateway ceases. If they move from one Gateway partner to another, they will need to deregister from their previous organisation and to reregister with the new organisation.

Freedom of Information Act

Provider Gateway users should be aware that the LSC is subject to the requirements of the Freedom of Information Act 2000 (FOIA), which gives the public a legal right of access to the information held by public authorities.

A person making a FOIA request is entitled to two things, unless an exemption applies. These are:

a)   to be informed whether the LSC holds information of the description requested; and
b)   if so, to have that information communicated to him or her.

All information the LSC holds is covered by FOIA including information the LSC holds about third parties. This means the LSC will be obliged by law to disclose such information unless an exemption applies. The legal obligation to respond to request from the public under FOIA rests with the LSC. The LSC must therefore respond to requests as it sees fit at its sole discretion.

If the LSC receives a request that it considers appropriate to meet, we will use reasonable efforts to notify you and we will consider any representations providers make that information is exempt, provided that we receive them within 5 days of our notification.

All decisions about disclosure of information will be made at the sole discretion of the LSC. However, the LSC has no obligation to consult providers in relation to requests for information made under FOIA.

Future development

The nature and role of the user-approver will be kept under review as the Gateway continues to develop.

The rest of this guide is organised by broad category of user. Essentially each section has a common core adapted to the specific context of each category of user.

Providers

(Colleges, including independent specialist colleges, work-based learning providers including those with NES contracts)

Introduction

A key feature in making the Provider Gateway more accessible has been the creation of administrative screens. These enable a user-approver to give other staff within the organisation access to the Gateway.

Key elements

Each provider will normally have only one user-approver, although this can be increased as necessary. The user-approver is responsible for determining who can access the Gateway within their organisation. He/she has to decide what a person can do while logged into the Gateway. This means he/she will have to determine who can load documents (read-write access) and who can read/download documents (read only). The user-approver will be given read-write access by default.

The user-approver's own responsibilities can vary from simply approving users and resetting passwords to read only access or read-write access.

A user-approver will be responsible for deciding which staff should have access to the Gateway. In deciding this, the following will need to be considered:

- who needs regular access

- the kinds of documentation held on the Gateway.

The key tasks will be:

- downloading college performance reports (CPRs) and FE Stats workbooks

- downloading provider performance reports (PPRs) and other learner type (OLT) workbooks

- accessing Value Added and Distance Travelled (VADT) information on the Learner Achievement Tracker (LAT)

- uploading FE and OLT workbooks

- uploading self assessment reports (SARs)

- downloading LSC briefing reports on colleges for annual assessment visits (AAVs).

Responsibilities

Access to the Gateway is based on the following key principles:

- no provider can see information relevant to another provider

- inspectorates and the LSC have access to all information on the Gateway.

Access is based on everyone respecting the confidentiality of the material on the Gateway and that it is used only for the following key purposes:

- annual assessment visits (AAVs)

- full inspections

- annual planning review

- quality improvement.

Schools with Sixth Forms

Introduction

A key feature in making the Provider Gateway more accessible has been the creation of administrative screens. These enable a user-approver to give other staff within the organisation access to the Gateway.

Key elements

Each provider will normally have only one user-approver, although this can be increased as necessary. The user-approver is responsible for determining who can access the Gateway within their organisation. He/she has to decide what a person can do while logged into the Gateway. This means he/she will have to determine who can load documents (read-write access) and who can read/download documents (read only). The user-approver will be given read-write access by default.

The user-approver's own responsibilities can vary from simply approving users and resetting passwords to read only access or read-write access.

A user-approver will be responsible for deciding which staff should have access to the Gateway. In deciding this, the following will need to be considered:

- who needs regular access

- the kinds of documentation held on the Gateway.

The key task will be:

- accessing VA/DT information on the Learner Achievement Tracker (LAT).

Responsibilities

Access to the Gateway is based on the following key principles:

- no provider can see information relevant to another provider

- inspectorates and the LSC have access to all information on the Gateway.

Access is based on everyone respecting the confidentiality of the material on the Gateway.

Local authorities

Introduction

A key feature in making the Provider Gateway more accessible has been the creation of administrative screens. These enable a user-approver to give other staff within the organisation access to the Gateway.

Local authorities will want to access the Gateway in two ways:

- local authorities with responsibility for education will wish to use the Gateway to access VA/DT reports via the Learner Achievement Tracker (LAT) in relation to their schools with sixth forms

- local authorities as work-based learning providers will want to access the Gateway in their capacity as a provider.

In the case of local authorities with both of these relationships it will be possible to access the Gateway for both purposes.

Key elements

Each provider will normally have only one user-approver, although this can be increased as necessary. The user-approver is responsible for determining who can access the Gateway within their organisation. He/she has to decide what a person can do while logged into the Gateway. This means he/she will have to determine who can load documents (read-write access) and who can read/download documents (read only). The user-approver will be given read-write access by default.

The user-approver's own responsibilities can vary from simply approving users and resetting passwords to read only access or read-write access.

A user-approver will be responsible for deciding which staff should have access to the Gateway. In deciding this, the following will need to be considered:

- who needs regular access

- the kinds of documentation held on the Gateway

The key tasks will be for local authorities which have responsibility for education:

- accessing VA/DT information on the Learner Achievement Tracker (LAT)

The key tasks for local authorities with a work-based learning contract will be:

- downloading provider performance reports (PPRs) and other learner type (OLT) workbooks

- accessing VA/DT information on the Learner Achievement Tracker (LAT)

- uploading OLT workbooks

- uploading self assessment reports (SARs).

Responsibilities

Access to the Gateway is based on the following key principles:

- no provider can see information relevant to another provider

- inspectorates and the LSC have access to all information on the Gateway.

Access is based on everyone respecting the confidentiality of the material on the Gateway and that it is used only for the following key purposes:

- annual planning review

- quality improvement.

Guidance for user-approvers in the National Office of the LSC

Introduction

A key feature in making the Provider Gateway more accessible has been the creation of administrative screens. These enable a user-approver to give other staff within the organisation access to the Gateway.

Key elements

User-approvers for the LSC National Office will include the Project Gateway Manager and senior project coordinator and all BSU staff. The user-approver is responsible for determining who can access the Gateway within their organisation. He/she has to decide what a person can do while logged into the Gateway. This means he/she will have to determine who can load documents (read-write access) and who can read/download documents (read only). The user-approver will be given read-write access by default.

The user-approver's own responsibilities can vary from simply approving users and resetting passwords to read only access or read-write access.

A user-approver will be responsible for deciding which staff should have access to the Gateway and the extent of the access they are granted. In deciding this, the following will need to be considered:

- who needs regular access

- the types of documentation held on the Gateway

- the functions and responsibilities for different parts of the National Office.

National Office access to the Gateway

Given the restructuring of the National Office due to agenda for change theme 7 the arrangements outlined below are interim. The following are suggested, in most cases having read access only:

- the Project Gateway Manager

- the senior project coordinator

- the learning group, especially those working on quality and new measures

- the skills group, especially those working on quality and new measures

- the National Employer Service

- the Business Support Unit

- Provider Financial Assurance (PFA)

- Communications

- the Council Solicitor.

Responsibilities

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- inspectorates and the LSC have access to all information on the Gateway.

Access is based on everyone respecting the confidentiality of the material on the Gateway and using it only for the following key purposes:

- annual assessment visits (AAVs)

- full inspections

- annual planning review

- quality improvement.

Guidance for user-approvers in Local LSCs

Introduction

A key feature in making the Provider Gateway more accessible has been the creation of administrative screens. These enable a user-approver to give other staff within the organisation access to the Gateway.

Key elements

Each office will normally have only one user-approver. The user-approver is responsible for determining who can access the Gateway within their organisation. He/she has to decide what a person can do while logged into the Gateway. This means he/she will have to determine who can load documents (read-write access) and who can read/download documents (read only). The user-approver will be given read-write access by default.

The user-approver's own responsibilities can vary from simply approving users and resetting passwords to read only access or read-write access. The user-approver will have read-write access to the Gateway. Users may have read-write or read only access but most will have only the latter.

A user-approver will be responsible for deciding which staff should have access to the Gateway and the extent of the access they are granted. In deciding this, the following will need to be considered:

- who needs regular access

- the types of documentation held on the Gateway.

The key initial task for partner organisations will be:

	LSC	College/provider	Inspectorate
SAR	Read and Download	Upload	Download
College Performance Reports (CPRs)	Read and Download	Download	Upload
FE Stats and Other Learner Type (OLT) Workbooks	Read and Download	Upload completed template	Upload template
Provider Performance Reports (PPRs)	Read and Download	Download	Upload
VA/DT information on the Learner Achievement Tracker (LAT)	Upload (from National Office)	Download	Read and Download
Briefing reports for Annual Assessment Visits (AAVs)	Upload	Read and Download	Read and Download
Post-AAV letter to college	Read and Download	Download	Upload

Responsibilities

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- no provider can see information relevant to another provider

- inspectorates and the LSC have access to all information on the Gateway.

Access is based on everyone respecting the confidentiality of the material on the Gateway and that it is used only for the following key purposes:

- annual assessment visits (AAVs)

- full inspections

- annual planning review

- quality improvement.

Guidance for user-approvers in Ofsted

Introduction

A key feature in making the Provider Gateway more accessible has been the creation of administrative screens. These enable a user-approver to give other staff within Ofsted access to the Gateway.

The user-approver is responsible for determining who can access the Gateway within their organisation. He/she has to decide what a person can do while logged into the Gateway. This means he/she will have to determine who can load documents (read-write access) and who can read/download documents (read only). The user-approver will be given read-write access by default.

The user-approver's own responsibilities can vary from simply approving users and resetting passwords to read only access or read-write access. The user-approver will have read-write access to the Gateway. Users may have read-write or read only access but most will have only the latter.

Key elements

Within Ofsted there will be three user-approvers to reflect responsibilities for inspection and performance reporting.

 The arrangements will be as follows:

1. For all Local Managing Inspectors (schools): the user-approver will have read only access to the Gateway. The management and administration of user passwords for LMI (schools) will be the responsibility of a named senior administrator in the Institutional Inspection and Frameworks Division. All users will have read only access.

2. For all Local Managing Inspectors (colleges) and HMI in CSI and CD divisions: the user-approver will have read only access to the Gateway. The management and administration of user passwords for LMI (colleges) and HMI in the Children's Services and Curriculum and Dissemination Divisions will be the responsibility of a named senior administrator within the Post Sixteen Divisions. All users will have read only access.

3. For all post-16 analysts/statisticians in the Research, Analysis and International Division: the user-approver will have read-write access to the Gateway. The management and administration of user passwords will be the responsibility of the Head of the Post-16 Analytical Team. All users will have read-write access to enable upload of performance (e.g. the college performance report) documents.

4. The responsibility for overall coordination of user-approvers and communication with the LSC with regard to the Gateway will be the responsibility of the Head of the Post-16 Analytical Team.

5. Each user-approver will be responsible for maintaining accurate records of Gateway users. The record for each user will include user name; position and Division within Ofsted; issue date of password; access rights; withdrawal date of password in cases of: (a) the user's position changing within the organisation so that access to the Gateway is no longer required, or (b) the user leaving the organisation.

Key principles

Access to the Gateway is based on the following key principles:

- no provider can see information relevant to another provider

- inspectorates and the LSC have access to all information on the Gateway.

Access is based on everyone respecting the confidentiality of the material on the Gateway and that it is used by Ofsted staff only for the following key purposes:

- annual assessment visits (AAVs to colleges)

- inspections.

Guidance for user-approvers in ALI

Introduction

A key feature in making the Provider Gateway more accessible has been the creation of administrative screens. These enable a user-approver to give other staff within ALI access to the Gateway.

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The user-approver is responsible for determining who can access the Gateway within their organisation. He/she has to decide what a person can do while logged into the Gateway. This means he/she will have to determine who can load documents (read-write access) and who can read/download documents (read only). The user-approver will be given read-write access by default.

The user-approver's own responsibilities can vary from simply approving users and resetting passwords to read only access or read-write access. The user-approver will have read-write access to the Gateway. Users may have read-write or read only access but most will have only the latter.

Key elements

Within ALI there will be a single user-approver, who will be a member of the Quality Assurance, Data & Research team. The user-approver will have read-write access to the Gateway. Other users within the ALI's National Administration Centre may have read-write or read only access, but most will only have the latter. All home-based staff (full-time inspectors, inspection managers, PDU officers and Excalibur developers) will have read only access to the Gateway.

All users will initially be able to carry out the following key tasks:

- download:

    - provider self-assessment reports

    - college performance reports (CPRs)

    - provider performance reports (PPRs)

    - FE Stats Update

    - other learner types (OLT) forms for college inspections

    - briefing reports for college annual assessment visits (AAVs)

- read and download information about Value Added and Distance Travelled from the Learner Achievement Tracker (LAT).

Users with read-write access will be able to carry out the following additional key tasks:

- upload:

    - PPRs for individual providers

    - other learner type (OLT) template form for completion by colleges.

The range of tasks will expand as additional elements are added to the Gateway.

Key principles

Access to the Gateway is based on the following key principles:

- no provider can see information relevant to another provider

- inspectorates and the LSC have access to all information on the Gateway.

Access is based on everyone respecting the confidentiality of the material on the Gateway and that it is used by ALI staff only for the following key purposes:

- annual assessment visits (AAVs to colleges)

- inspections

- quality improvement.

Documents obtained from the Gateway may be shared with associate inspectors who are part of the inspection team for the inspection of the provider concerned. However, it should be made clear to them that access is only provided for the purposes of that inspection.