

## What is SpeedAdmin?

SpeedAdmin is software, created specifically for Music Services, to control and manage all of the administrative processes involved in running Music Services successfully. SpeedAdmin is the property of a Danish company called Speedware, who have been developing this software over the past decade in order to streamline music services and also challenge current processes. Their current customers include all Music Hubs/Creative hubs in Denmark, many in Norway and are now expanding quickly in the UK (14 music hubs) and other areas of Europe.

## What has it got?

At the root of this software lies the pupil, not the school. With this lies a responsibility for parents to submit accurate data for their child in order to receive lessons. You will recall the issues we had a few years ago with needing to confirm pupil data, UPN numbers, lesson length etc. All of this will disappear as the details will come directly from the parents and be reflected in what they pay for. Schools will now have a minimal amount to administer and be involved with compared to recent times.\*

The software houses a pupil-centric database, where details are registered by parents. The system automatically creates a communications link between parents, school, tutor, music service and pupil. Based on the rights of the user, there will be communications between all users, especially useful for tutor to pupil comms regarding lesson times and cancellations. If you are ill, you or LMS can inform of a 'cancellation' very quickly. It will also house ensemble registration details for taking registers at music centres/county groups and can advise of late/non-attendance at lessons.

Upon sign-up and registration, parents will have an account created within SpeedAdmin where their child's lessons can be registered. Other LMS courses and opportunities for pupils will also be managed by SpeedAdmin in the future. Parents use this account to communicate with tutors and can view attendance.

## How will parents pay?

SpeedAdmin has the ability to function with various different payment gateways. As a result, SpeedAdmin will integrate with LCC's Capita payment gateway and send funds directly to LMS. It will also rectify against invoices raised in SpeedAdmin to enable LMS to keep accurate records on invoice payment and more importantly – non-payment!

LCC's payment gateway will receive an upgrade in the next few months. At this point, the system will enable us to utilise the 'planned payments' feature – similar to Direct Debits, but will be recurring payments on a card. This will enable parents to split termly invoices/County Groups payments up over a 3 or 4 month period – making it a much more attractive feature.

## Why now?

LMS always had direct billing as a possible transition phase in the future. Decreasing instrumental take-up and increasing queries from schools was a major factor in making such a drastic change to the business plan. When? was always going to be the difficult decision. An intention of ours was also to retain a function where schools opt to manage the invoicing themselves. Independent web design was too expensive, especially when we wanted to design something which had a school and parent portal too.

We had taken the decision to transition slowly over the next 12 months, taking a small proportion of schools/parents and staff along on the process. However, nobody expected COVID19 to be the deciding factor. We now don't now have the luxury of the next 12 months! With this in mind, and with schools, parents and LMS in the situation we're currently in, we've decided to take the plunge and make this work for a September take-off!

## Is this a risk?

There is always a risk to making business changes such as this, and none more so than taking the buying option away from schools and placing it in the hands of customers themselves. LMS will need to increase office capacity to make up for the increase in queries to the office, both practical and financial, plus learn how to use a whole new system to the best of its ability.

SpeedAdmin ensures that parents and schools are still involved in the process, but takes away the burden of payment collection for most; making it a wholly more attractive offer for schools and parents, increasing our presence in the community too. Many music hubs have seen an increase in instrumental provision as a result of introducing this software.

## What is the impact on Schools?

### School Billing

Schools can, if they wish, remain in control of receiving bookings from parents. One caveat, is that parents MUST still register pupils for the tuition in order for LMS to receive the accuracy of the data it requires. A link from the school can be sent to parents that directs them straight into the schools' portal registration area. It also prevents there being a need for schools to then ask for permissions for data to be further shared to LMS and SpeedAdmin.

When parents register their child, with the available tuition at the school (all schools can choose what they offer via SpeedAdmin), LMS will then assign a tutor to that tuition request. When this is complete, this will show as 'assigned' within the school portal. Invoices will need to be paid up front and not retrospectively as LMS will send the invoice to schools at the half-term point of each full-term.

Schools will receive a personalised invoice for each pupil and still deal with the finances themselves. Some schools may chose this option as a way of encouraging participation in school ensembles!

## Direct Billing

Schools may choose to relieve the burden of music administration and opt for the direct billing method. Schools, again, can forward their SpeedAdmin link to parents, who follow the registration process, tutor assignment, but LMS take over the processing of lesson payments.

LCC are providing us with a payment portal which will also soon allow us to take 'planned payments', similar to Direct Debits.

LMS do not have access to the UPN numbers of each child, but we still need to report, using these. We will ask that schools assist by submitting this number into SpeedAdmin, via the portal, once for each child. Once the data is received, you will not need to enter it again. They can also register new pupils if necessary, and provide details such as UPN numbers on a 'once only' basis!

There should be a drastic reduction in time spent by schools on resolving queries as a lot of these will be handled directly by tutors, and the LMS office. There may be times that the school are able to assist in resolving any parental queries by viewing information in the school portal. Training to schools will be given.

## Is our pupils' data safe?

Absolutely. Lincolnshire County Council have taken the software implementation process very seriously and it has taken months of processing data methods to ensure that pupils' data is safe within this system. Information Assurance Teams and legal officers have all been employed to test, re-test and scrutinise the way data is used, held and processed within SpeedAdmin. Privacy Policies are available on our website at <https://www.lincsmusicservice.org/privacy-policy>. All staff will be made aware of the needs to keep information secure and users of SpeedAdmin will have specific access to certain areas of information depending on their role.

GDPR regulations are strict and will be upheld throughout this process, ensuring the rights of the user are maintained under international law. Parents must grant permission for their son/daughters' data to be entered into this system which is why we expect parents/carers to submit registration data.

## What will the impact be on the tutors?

Tutors will have some important work to do, but not necessarily *more* work to do.

Tutors will need to register pupil attendance on their work phone via the whitelisted phone App. A browser log in will also be given to use the online functions. If pupils do not attend, and the absenteeism is notified on the app, an email can automatically be sent to the parental contact immediately, or at a time after the lesson.

September to December will be a period of transition from Live Teacher to SpeedAdmin. All data is duplicated and tested to ensure that financial reports are accurate when used within SpeedAdmin from

### Information sheet for Schools

January. We are transitioning in the middle of a financial year, so we need to be sure on the level of accuracy the system provides.

Tutors and pupils will have access to the SpeedAdmin Studyplan – an online lesson diary system where tutors can store individual files and send them to pupils to aid with their learning. Communications can be observed by tutors, pupils, parents, schools and superusers, in order to maintain complete safeguarding confidence.

Detailed training for tutors will take place in June, July, and again in September.

Timetables via the app or browser will need to be kept up to date as pupils will use these to check for their lesson times instead of taking the 10 minute round-trip to the music department to find they've already missed it! We expect pupils to have a log in to the app in order to receive these details. All of this will be managed via SpeedAdmin and our tutors.

## What next?

A training plan for staff and schools will be drawn up in the very near future. Managers and office staff will receive some training in small, focussed areas of the system throughout June in order to assist schools in their knowledge of the system when it goes live. Some staff will be approached to test the system with their DigiTeach pupils so we can receive feedback from parents/pupils and staff before we deliver training to you, at some point in July.

Depending on your preferred method, schools are being asked not to ask for payments from parents for lessons at this stage in order to prevent having to issue refunds.

## From LMS

We're really excited to be putting the future of LMS directly into the hands of our clients, making this venture a complete success and turnaround for the business. We have a long-standing, excellent relationship with all of our schools and we wish to maintain this as we move forward in our relationship with you, especially following COVID19. LMSDigiTeach has been the perfect stepping stone to working directly with parents and we hope you'll help us on this new journey.

\*Some schools may choose to keep hold of the administrative/invoicing process but parents will still need to enter all data into SpeedAdmin for LMS administrative purposes.