

Staff Module: Frequently Asked Questions

Q: I've updated my staff list with new practitioners. Why can't I see them on the Course Booking module?

A: All submissions on the staff module have to be manually imported into the database by us before the changes can be seen by you on the Online Provider Portal. At peak times we can receive over 100 updates a day, so we may not be able to import your update immediately. We try to work in date order, but please be aware that it can take up to 21 days at the busiest times for us to import a staff submission.

Q: I need my new practitioner to attend a course urgently, but their staff record hasn't been accepted in. What can I do to get them a place on the course?

A: You can request a place on the course in the name of a different practitioner who is already linked to the setting. This will secure the space on the course and when the new practitioner's record has been imported we can substitute the practitioner. Please let us know about this swap either by:

- Emailing workforce.development@westsussex.gov.uk
- The practitioner who is attending crosses out the name of the booked practitioner on the course register and adds their own when signing in.

Q: I updated my staff information more than 21 days ago. Why has the information not changed? It still shows as pending.

A: Although very occasionally we may take more than 21 days to accept in your staff module updates, the most likely answer to this is that you have saved the changes but not clicked the 'Submit' button to send the updates to us. Please log back in and click 'Submit' to send the changes to us.

Q: I want to add my Chef, Driver or Cleaner to my staff list – why do I need to set their 'Type' to Early Years Practitioner?

A: The 'Type' field relates to the type of setting the staff contact is working in, rather than their role within that setting. By setting the 'Post' as Chef, we will be able to see that the staff member is a Chef, despite their 'Type' being set to Early Years Practitioner (indicating they work in an Early Years setting). We appreciate this can be confusing, and we are looking into other solutions, but this is the current system.



Q: Why do I need to say which post a practitioner holds?

A: This information helps us to understand the structure of the Early Years workforce in West Sussex. It allows us to see what qualifications are held by managers/assistants etc. and plan future training to suit these needs. It also lets us accurately establish Training Subscription Scheme rates and correctly link practitioners to registrations with more than one provider – such as a Day Nursery with Out of School Club provision.

Q: Why do you want to know the dates of birth of my practitioners?

A: Date of birth helps us to accurately match practitioners' records when they move settings. This means we can ensure their course attendance and previous funding details stay linked to their record. Often practitioners will change settings and address/email address at the same time, which makes it impossible to link them to existing records in our database without additional identification information like date of birth.

Q: Why do I need to provide a personal phone number for my practitioners? I would like you to contact the setting about my staff.

A: Where possible, we try to contact practitioners via the setting's main number. If we need to make contact with a practitioner urgently, such short-notice cancellation of a course due to tutor sickness or adverse weather, it is helpful to have personal contact information so that we have as many chances as possible to contact the practitioner.

Q: Can I have course booking letters sent to the setting for my practitioners?

A: Yes. You can submit the settings email address and/or a personal email address for course confirmation letters to go to. If you wish to submit both, the letter will go to both email addresses, simply enter both email addresses separated with a semicolon(;). You can also list the setting's postal address instead of a home address for practitioners - but we can only hold one postal address, so all posted information will go to this address.

Q: Why do I need to submit a completion date for my qualifications?

A: A completion date allows us to confirm that the qualification was completed. It also allows us to check we have recorded the right qualification level for the qualification, as the 'full and relevant' status of some qualifications varies depending on when they were completed.



Q: Why am I not able to add the names of all the qualifications I hold? Why are some listed under general names?

A: In order to maintain a manageable list of qualification titles, we have grouped some non-full and relevant qualifications (such as non-Early Years BA degrees) into groups under generic names. If you want to tell us the name of your qualification, we can list this in the 'Notes' field against the qualification.

Q: My new practitioner has additional requirements when attending training. How do I ensure you and the trainer are aware of these needs?

A: We have two questions in the staff module to provide this information; "Do you have any additional requirements we need to be aware of?" and "Do you have any dietary requirements?". Please select 'Yes' to the relevant question, and then type a short summary of the support needed by the practitioner to attend the training i.e. "I have hearing difficulties, I need to sit at the front facing the trainer". This information is passed to the trainer leading the course. Please note that dietary information is only relevant for conferences where lunch is provided. If you book a practitioner with additional requirements on to a course less than 2 weeks before the course date, please call 01243 777807 and ask to speak to a member of Workforce Development. We can then ensure the information gets to the tutor, as it may have missed our usual register mail-out.

Q: I'm struggling to understand Staff Module. What support is available to help me?

A: We offer several support options for the Staff Module and the Online Provider Portal in general. If you have a specific question, please refer to the OPP guidance on the West Sussex website. If this does not answer your question, please email workforce.development@westsussex.gov.uk or call 01243 777807 and ask to speak to a member of the Workforce Development team.

We are also running Online Portal Workshops where a member of our team will offer support and training on all aspects of the Online Provider Portal. You can express interest in attending these by booking on to course 'EOI055S EOI Online Portal Workshop'. We will then contact you to ask what areas of the Online Portal you would like support with, and to advise of scheduled dates. If you do not have a current Training Subscription number, please email the Workforce Development team to request a place on this course as we would like to make this workshop available to all practitioners.

