



Llywodraeth Cymru  
Welsh Government

## Outsourced School Performance Information Provision Process

One of the many responsibilities of the Statistics Unit of the Welsh Government is the provision of school performance information on exam results for 15 to 17 year olds. This data informs policy on education and funding within the Department for Children, Education, Lifelong Learning and Skills (DCELLS).

### Challenge

School performance information was traditionally collected, and the process managed, by the Welsh Joint Education Committee (WJEC), when all exams were awarded by this body. Since privatisation, and the introduction of other awarding bodies, it was no longer appropriate for WJEC to manage this process.

In 2009, the Welsh Government issued a tender for the provision of a Welsh Examination Database (WED). This system will be designed and implemented to process data and produce accurate results, it will manage the total process and support the service desk.

The Welsh Government identified a number of enhancements required to the process from removing paper based processing at key stages of the process to enhancing security, increasing accuracy and completeness of the information.

••• *"Amor Group manages the entire exam data collection process, which is now more efficient and saves both the schools and the Welsh Government time."*

Stephen Hughes, Statistics Unit Manager, Welsh Government

### Key deliverables

- Full business process outsourcing (BPO)
- Amor Group service desk inputs and hosts all information on behalf of Welsh Government and the schools
- Service management allows for effective, efficient distribution of information
- System development based on a proprietary framework for collection of similar data for the Scottish Government

### Benefits

- Improved efficiency of the process reduces required input and time spent on the process for Welsh Government and Schools
- Released overheads allow the Welsh Government to focus on frontline services
- All data now managed in an electronic format, ensures data is sent securely and promptly
- The new secure system meets data protection regulations



## *Solution*

Amor Group designed a technical solution based on its proprietary framework for the collection of similar data for the Scottish Government.

Amor Group receives base information from the Welsh Government, including a census of all pupils for the year, and details on which exams pupils are proposing to sit by the various awarding bodies, with information fed into the system to match the pupils with the exam entries. This initial file is securely sent electronically to the schools via the Amor Group service desk and the schools send back amended data, incorporating missing information and linking further education and schools where, for example, data has not matched.

Exam results are received from the audit bodies during August and other exam data from previous years is collated to present a holistic picture of performance. Amor Group produces the provisional school performance file and issues this to the Welsh Government to enable the production of the appropriate information for schools. Amor Group liaises directly with schools via its service desk to finalise the results. After this, the school performance file is distributed to all schools.

## *Results*

Amor Group has successfully delivered this service since 2009. The introduction of the Amor Group service desk has dramatically reduced the time the Welsh Government spends on administering this process.

The entire process is electronic, making it easier for schools to make amendments and additions. The new secure system meets data protection for sending the children's details to and from schools.

