

## **Questions from Initial Event**

### **Q. How long does the application take?**

A. The Accreditation and Enrolment process may take approximately 2 hours. However, you will not need to complete it all in one sitting and may take a lot less time if the documentation required is ready to upload.

### **Q. Will the application forms let me know if I have not completed something that is required?**

A. Yes. You will be prompted if any required answers have not been answered. You will also only be able to submit your Accreditation and Enrolment when all sections have been completed.

### **Q. Will there be technical glitches?**

A. Technical issues are unlikely. The system is tested multiple times before it is open for applications. Should you experience any technical difficulties several channels of support will be available to resolve it.

### **Q. This is the first use of the system for Music Teachers; how is this tested to make sure it works for this market?**

A. The system is being developed collaboratively with Haringey Council, Haringey Music Service and adam. It is being configured to meet the needs of the sector as well as ensuring compliance with procurement regulations. The adam system (sproc.net) has also been used in multiple categories across Haringey and other local authorities.

### **Q. How will quality be measured? Will I need to retender for my existing positions?**

A. Your existing positions (starting again in September '18) will be unaffected. For new requirements a Quality score will be determined by your response to a series of questions when submitting your offer. The questions will be set and scored by HMS and will specific to the requirement.

### **Q. How will it work whereby the hours worked within a school can vary from week to week. E.g. 2 hours one week, 3 hours the next.**

A. The DPS allows for weekly variations in hours. As long as the hours on your invoice and your register match each week, your payments will be processed as usual.

### **Q. Will I be able to begin my role within the schools without having registered?**

A. Yes you will be able to start in the school. You will however need to complete the process to be paid.

**Q. What support will there be with this application?**

A. There will be opportunities for drop in sessions across the Summer to receive face to face support with the application. Telephone and email support from both adam and the council will also be available. The system has an inbuilt LIVE CHAT function too for immediate support.

**Q. On the contracts template, how much information will be required in my description of the existing works.**

A. The template should be used to provide details of three schools or other organisations that you have taught in. You can provide a brief description of up to 500 words regarding the teaching you carried out but please do not refer to pupils by name. HMS reserve the right to contact the schools/organisations you provide however if you have previously worked in Haringey via HMS it is unlikely that your referees will be contacted. New applicants with no history of working with HMS can expect their references to be followed up.

**Q. Will I need to submit the registers?**

A. Yes, registers will be submitted via the DPS.

**Q. Will I need to submit on a weekly basis to be paid?**

A. The system allows for submitting service receipts on a weekly basis. You can however complete these at different intervals should you wish to.

**Q. Is this a cost saving measure to reduce headcount?**

A. No. The primary purpose of establishing the DPS is to ensure that HMS are compliant with procurement regulations when sourcing music teaching and tuition.

**Q. How will the system affect me on a day-to-day basis?**

A. The system will make very little material change to your work day to day and will not impact how you engage with schools or pupils.

**Q. Will there be training available?**

A. System training will be available from adam at the beginning of the school term. Dates tbc.