SAM (School Access Module)

School Access Module (SAM) User Guide

For Community Schools

This guide covers some of the main processes for Community Schools for reception admissions, junior and secondary transfer applications. It does not cover all possible functions and will be reviewed yearly. If you find something not listed in the guide that may be of use other schools, please inform the School Admissions Team so this can be included in future editions.

Updated by Croydon School Admissions Team February 2025



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NB all children's names are fictitious.

Logging In

https://croydon.cloud.servelec-synergy.com/synergy/

Enter your own specific username and on the next page password.

If you have forgotten your password, enter your username and click on the "forgotten password" button. You can then request a password reset code to be emailed to you - enter the code provided and this will open a screen where you can create a new password.

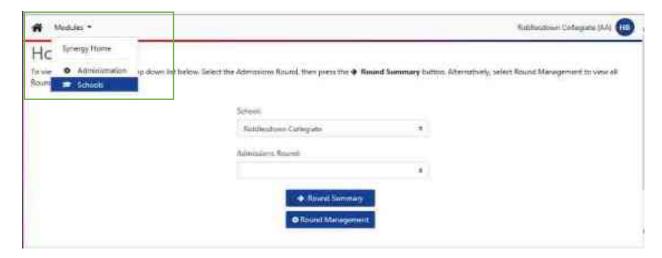
There is a <u>demonstration video</u> of the process published on the portal.

If a new school user account needs to be set up, please email the school admissions team at school.admissions@croydon.gov.uk providing the name of the person who needs the account, their email address (please note generic email address that all staff can use cannot be used) and school contact number. This will be passed to the EDQT team who will send the new account username and login details direct to the school user.



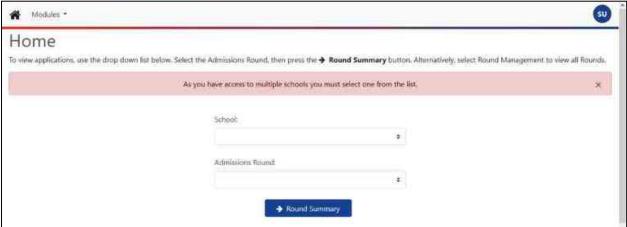


You will then come to this screen. Once logged in the initals in the right-hand corner are that of the user. Click on the 'Modules' drop-down in the top left hand corner. Click on 'Schools'.



If you only have access to one school then you will see your school listed in the centre of the page.

If you have access to more than one school then you will see this screen. You will then have to select which school's details you wish to continue with first.



Once in, please check that the name of the school at the top is your school, if it's not, please email the **Education Business Systems and Data Management team:** <u>EducationDataQuality@croydon.gov.uk</u>

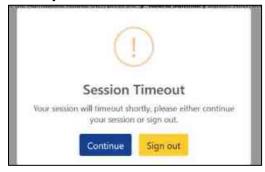
Key things to remember

Navigating between pages can be undertaken by clicking on the buttons on the top right corner, depending on what page is presented.

- home or

Click on and to expand or close a selection.

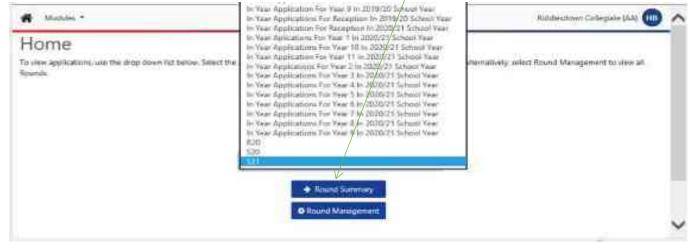
There is a timer on SAM, so after a period of inactivity a message will appear on the screen (see below) and any work undertaken but not saved may be lost. The timer is approximately 30 minutes.



School admissions work does not all have to be undertaken in one session. However, when performing large tasks, it is advised that school users save changes periodically.

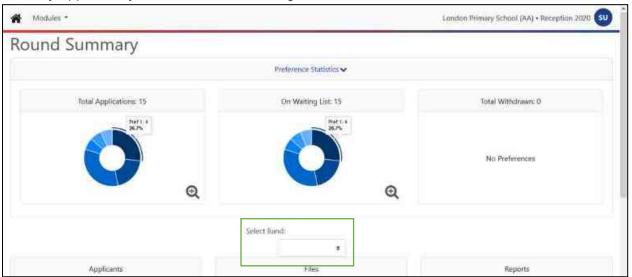
School admissions home page

If the school name is correct, click on the box next to the 'Admissions Round' (e.g. R25 or J25) to choose the desired round then click on the name of the round and finally click on the 'Round Summary' button. All active rounds will appear here, even if not relevant to the school.

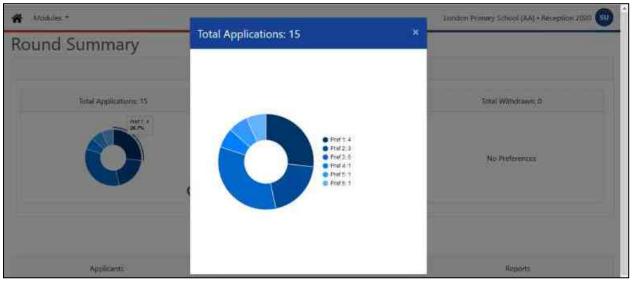


The Round Summary page will show the round at the top of the page to confirm you have selected the correct round. If the round has closed, this will be stated as such (for reception, junior or secondary transfer rounds only). If you have selected the wrong round, click on the 'home' button to go back to the previous page.

This page provides the possible summaries and will change as the rounds progress. **NB** the 'Select Band' box only appears if your school uses banding.



Click on the magnifying glass to get more details of the pie chart.



Total Applications – shows a statistical breakdown of total applications received regardless of their current status (i.e. offered, pending, and withdrawn because offered a higher preference). Please note, you may see instances where the 'Total Applications' number given is *higher* than all of the Preference 1 to 6 applications combined. This is because you may have received applications which have now been withdrawn from the process entirely (e.g. because the family moved out the area), or more commonly, because you have received *late applications*. Late applications are counted towards the total figure but are not assigned an ontime Pref 1 to 6 rank.

Waiting List – shows a statistical breakdown of those on the waiting list because they have been unsuccessful for a place.

Total Accepted - shows a statistical breakdown of all pupils currently marked as Offered or Accepted. This breakdown is only made available once offers have been made. Please note that applicants that refuse the

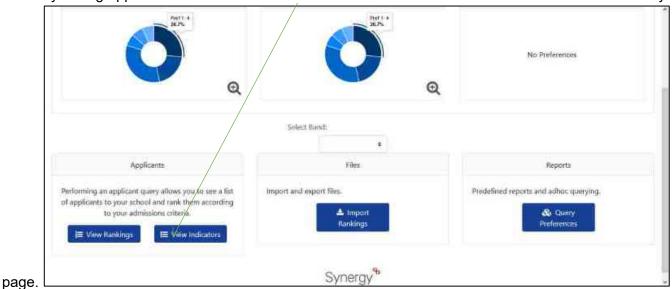
offer are still temporarily recorded as offered on the local authority's database. (more information below about 'declines').

Total Withdrawn Applications – shows that pupils have been offered a school ranked higher on their application form, or they may have withdrawn their application completely.

Checking siblings

NB: Croydon School Admissions Team will always verify Looked After/previously Looked After Children.

To verify sibling applications click on the 'View Indicators' button at the bottom of the 'Round Summary'



Chose 'Sibling' then click on 'Search' for the children's details to appear who have a sibling listed on their application.



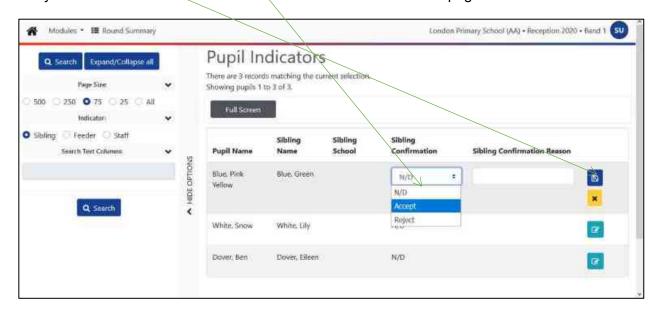
To view the application details – address, parent/carer and sibling, click on the child's name. Scroll down to view all the details received.



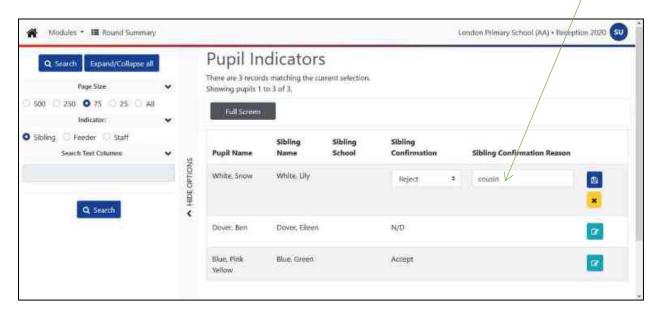
Then click on the 'Edit' button next to the child,



click on 'Sibling confirmation' to change the N/D (no decision) to either 'Accept' or 'Reject' the claim and finally click on 'Save'. The child will then move to the bottom of the page.



If rejecting, please type in the reason in the 'Sibling confirmation reason' box, e.g. cousin, sibling at different address etc. then click 'Save'.



Once all the children have been given a decision this will show up on the child's record. This information is fed into the local authority's education database in real time. The local authority will update records of siblings who have been rejected on its database so they don't get a higher priority on the waiting list.

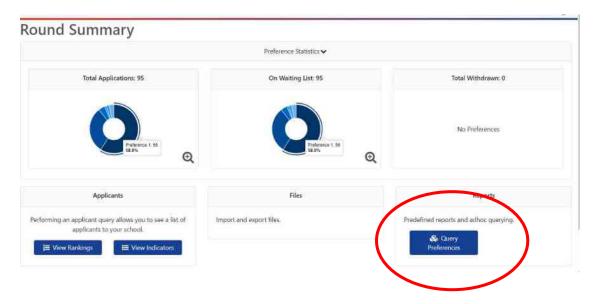
For Junior Schools ONLY

Checking Feeder Claims

It is the junior school's responsibility to verify the Feeder School status on Junior applications. This will involve contacting the feeder infant school for confirmation the child is still in attendance in year two.

To identify the children who are at the feeder infant school:

Log in to SAM the usual way and once in the Round Summary click on Query Preferences:



This will show a list of applications. Then click on Actions and select Export All Fields:



Then go back to Actions and select Export to Excel:



You will then have to open the excel spreadsheet that has been created and save this somewhere.

The spreadsheet has many columns, and you should scroll across to identify the current school and highlight this column.

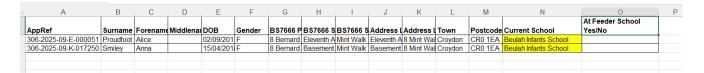


I would advise that you use the filters to identify the different current schools. You are only looking for those that have your corresponding infant school as their current school. Any applications that have a different current school to this will not show on your feeder list so need no action.

Create a second tab on the spreadsheet to copy the filtered list into and use this list to send to the Infant school and ask them to confirm that these children are still on roll in the year two class. You can delete unnecessary columns so you only provide the children's names, date of birth and current school. It's helpful if you freeze the top line as your list will be a lot longer. Create a column for the infant school to indicate if the child is still on roll. Please send this list either by document exchange or secure email. **Give a**

deadline by which the spreadsheet must be returned to you. This must be well before the LA starts ranking your applicants.

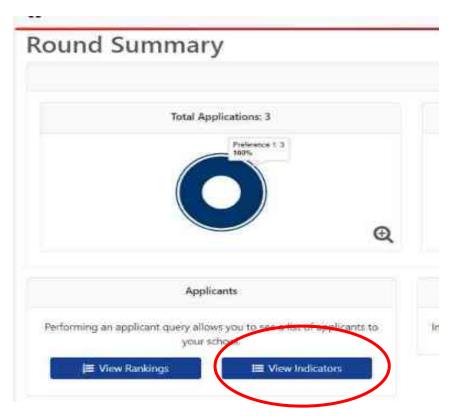
Your list should then look like this:



Once you receive the spreadsheet list back you will need to go back into SAM and verify the feeder schools

To verify the feeder status on SAM

Click on the 'View Indicators' button at the bottom of the 'Round Summary' page.



Choose 'Feeder' then click on 'Search' for the details of children who are at feeder schools to appear.



Then click on the 'Edit' button next to the child. In the 'Feeder confirmation' click in drop down menu to change the N/D (no decision) to either 'Accept' or 'Reject' the claim. If accepting the claim, select 'Accept' then click on 'Save'.



If rejecting, please type in the reason in the 'Feeder confirmation reason' box, e.g. no longer at the feeder school etc. then click 'Save'.

<u>Post National Offer Day Processes</u>

Details about offers

Whilst the allocations are taking place the round will not be an option to choose from the main page so no information can be viewed ahead of National offer Day.

To find out what offers were made by preference click on the 'Total Accepted' button. This refers to all 'Offered' places, not 'Accepted' at this point as offers have not yet been accepted. However all children with a current offer, whether accepted or not will show in this chart. NB, when late or additional preferences are entered this grid may not be accurate as additional preferences are recorded differently in Synergy and not using the '1-6' ranking system. The 'Total Withdrawn' chart refers to cancelled applications or places no longer required as a result of a higher preference being offered. If a band is chosen the 'Round Summary' will change to reflect that round after a while.

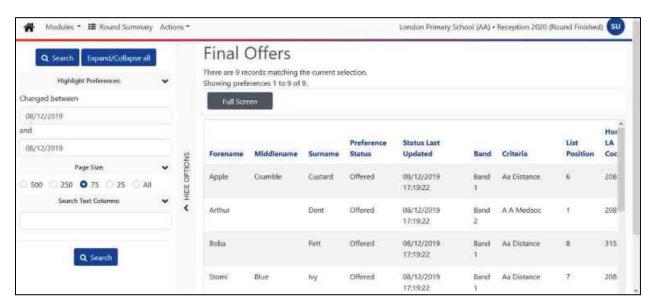


Bottom of the page



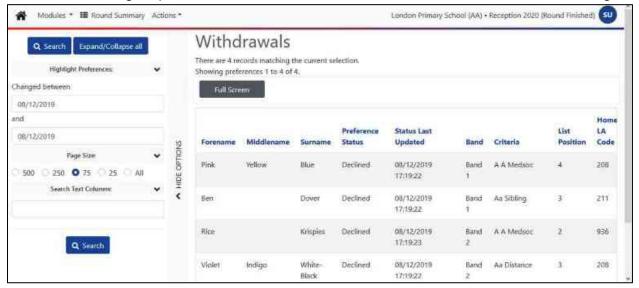
Schools are not able to view the outcome of on - time applications until the afternoon of National Offer Day. Late applications will be added on to the database and will show in SAM in real time too, so the stats will change over time.

To view the offers, click on' View Final Offers'. In this instance 9 offers have been made.

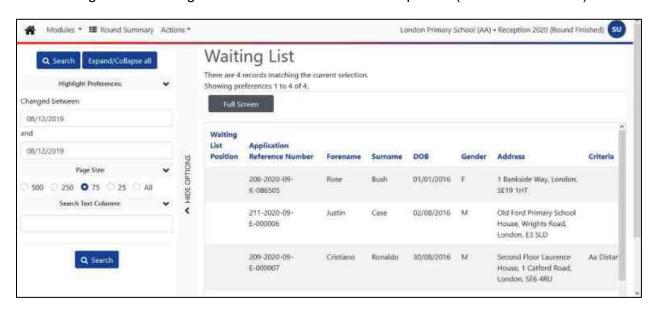


Later on declines that are counted will be shown on this page too.

By checking the 'View Withdrawals' option, children with preferences that have been withdrawn completely or declined as a higher preference was offered can be viewed but no action is to be taken regarding them.



The 'Waiting List' will change over time and will need to be updated (more details below).



To view all applications, click on the 'Query Preferences' option, although these are listed in surname not rank order. E.g.:

Place Requested = child on waiting list

Place Allocated = place offered

No Longer required = child has received a higher preference offer

Pending = no offer made for the child at that time

Withdrawn = preference has been withdrawn for a reason, e.g., moved away, parental choice, SEN.

Later on the preference status could be:

Parent Accepted = offer accepted by parent/carer

Parent Declined = offer has been rejected by the parent/carer but still kept on record until reason and alternative education arrangements made have been confirmed in writing.

Refused by parent = offer has been rejected by parent/carer and this has been confirmed. The vacancy can be filled.

Details of application statuses can also be viewed by choosing the options on the grey panel then clicking on 'Search'.

Acceptances and Decline

Parent/carers have two weeks from National Offer Day to accept or decline an offer online via their edmissions account. It takes a week or longer to update all the responses onto local authority system.

Acceptances and declines will show up in real time. If you receive an acceptance or decline directly from a parent, please follow the steps below:

Outstanding offers (still listed as 'allocated') can be viewed by clicking on the 'View Indicators/On Roll Date'

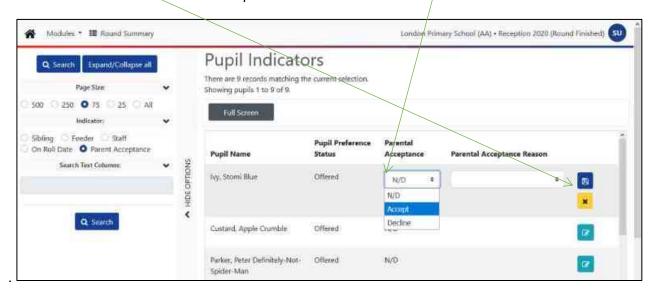


Acceptances

Click on the 'Parental Acceptance' radio button and then 'Search'. Only the children with an offer will appear in the list. Then click on the 'Edit' button

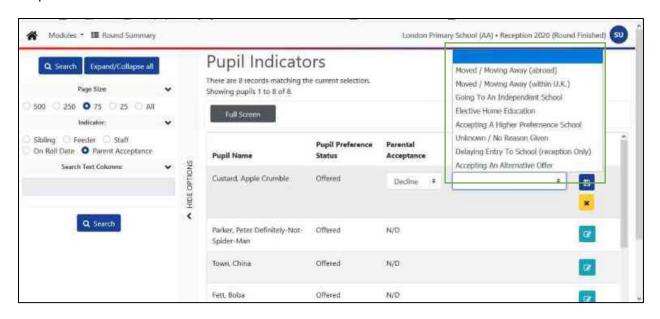


For acceptances click on the N/D (no decision) in the 'Parental Acceptance' box and click on 'Accept'. Then click on the 'Save' button. A reason is not needed for acceptances. This will then be fed into the admissions database in real time. Once an acceptance has been saved the child's name will be removed from that list.



Declines

In the 'Parental Acceptance' box click on 'Decline' and select the reason for declining a place from the drop-down list.

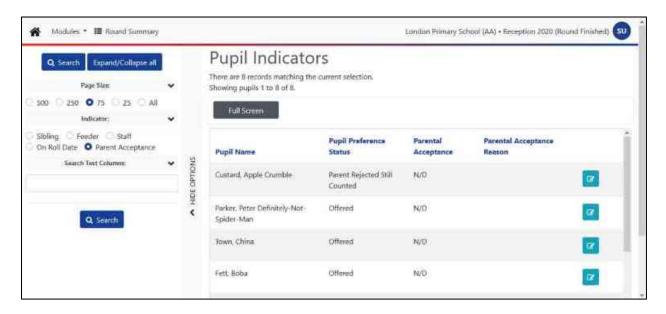


The status shows up as 'Parent Declined' until the decline has been confirmed by Croydon School Admissions Team. All declines must be confirmed in writing with the full reason for declining the offer. These emails\letters must be forwarded over to the school admissions team at school.admissions@croydon.gov.uk ASAP. Acceptable reasons include for example 'moving to Cheshire (full new address details must be given), going to another school full name of new school must be given)'

Please note the list in the drop down menu you see in the example given above will be different.

<u>IMPORTANT</u>: For safeguarding reasons, no places will be withdrawn until the LA is satisfied with the reason given by the parent for declining an offer or that alternative education arrangements have been made by the parent.

Once the decline is agreed, the status will be changed by the LA to 'Refused by Parent'. Otherwise the offer will still remain counted in the number of children offered.

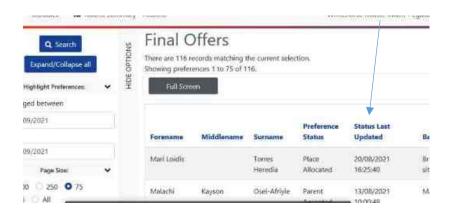


Identifying new offers

- The offer list updates in real-time, so if an offer is refused and then a new offer is made from the waiting list the 'View Final Offers' report will update immediately.
- You should log in periodically to check for changes.
- There are several methods you could use to identify changes to the offer list, outlined below.

Option 1

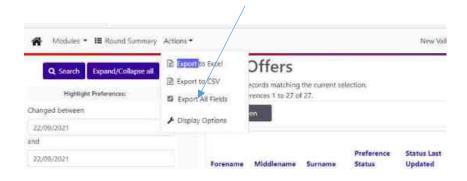
- Make a note of the date/time when you check the list (eg. check on a designated day each week).
- In the View Final Offers report, refer to the 'Status Last Updated' column.
- Clicking the column heading will put the list in date/time order from oldest to newest (clicking again will reverse the order to show newest to oldest).
- Anything with a date/time more recent than the last time you checked will have had a status change.
 This will often represent a new offer, but be aware it could just represent a status change from "Place allocated" to "Parent Accepted".

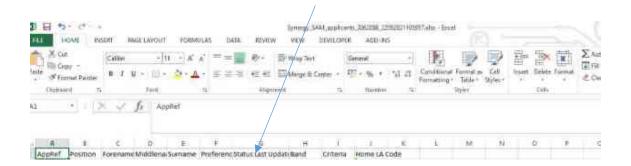


Option 2

- In the 'View Final Offers report', you can periodically export the results to Excel.
- Exporting the list provides a permanent 'snapshot' of the offers on a given date, which you can refer
 to at a later date if necessary.
- The export includes the 'Status Last Updated' field (final column) which you can use to visually identify the changes. Please remember to check the 'Export All Fields' box if you want the 'Status Last Updated' column to be included in the excel spreadsheet.







Option 3

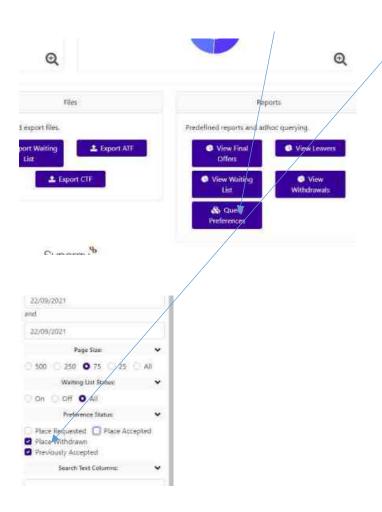
• In the View Final Offers report, use the 'Highlight Preferences' option to specify a date range and click Search.

• Scroll down the list and look for any applicants highlighted in blue, this indicates their application was changed during the date range specified.



Identifying previously offered applicants

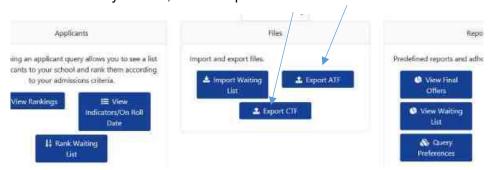
• In the 'Query Preference report', select the following Preference Statuses in the search options.



- Clicking Search will return a list of all applicants that were previously offered a place but have subsequently been withdrawn because they have been offered a higher preference.
- The 'Status Last Updated' column will help in identifying the most recent withdrawals.

Exporting ATFs/CTFs

- Please be aware that you will not receive a final list of the accepted offers from the school admissions team.
- After offers have been made, you can download ATFs (Admissions Transfer File) or CTFs (Common Transfer File) to import into your school information management system. We recommend that you wait until all offers have been accepted before downloading the files.
- These files contain the core pupil and parent/guardian information
- From the Round Summary screen, select Export ATF or CTF.



 You will receive a prompt to Open or Save the file. The appearance of this message will vary depending on which internet browser you are using.



Save the file somewhere on your local computer and you will have an XML file that includes details
of all currently offered pupils.

```
<7xml version="1.0" encoding="UTF-8"?>
   < Header>
      <Document/lame>Admissions Data Transfer File</Document/lame>
       <a href="mailto:specials.org/ATFversion"> ATFversion</a>
      <DateTime>2818-01-03T16:41:40</DateTime>
      <DocumentOualifier>full</DocumentOualifier>
       <Supplier1D>Servelec Synergy </Supplier1D>
      <SourceSchool
          <HEA>213</HEA>
          <Estab>LLLL</Estab>
          <SchoolName>Not applicable</SchoolName>
          <AcademicYear>2017</AcademicYear>
       </s>
      < DestSchool>
          «LEA>213«/IFA>
          <Estab>2000</Estab>
       </DastSchool>
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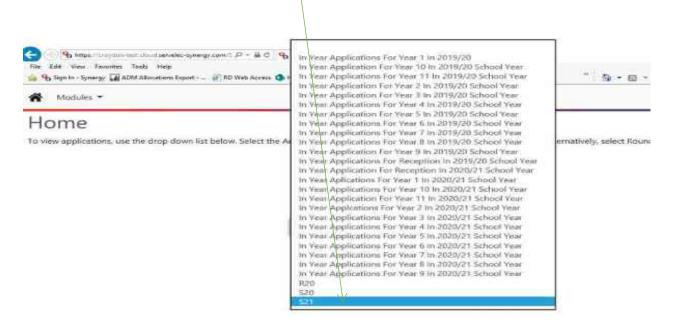
 This file can now be imported into your local school information management system in the usual manner.

Viewing Leavers/Destination School

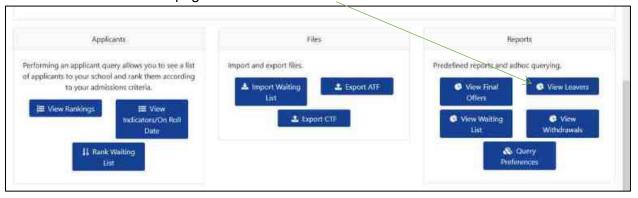
The 'View Leavers' report is a useful tool for primary schools to check that their nursery cohorts (if they have a provision) have applied for a Reception place or that their Year 6 children have applied for a secondary school place. After National Offer Day, schools will also be able to see the destination school for children that are in their nursery, Year 2 or Year 6 class. However, please note that the 'View Leavers' report will only shows details of children who have had your school listed as their current school and either live in Croydon or have been offered a Croydon school. If any children are missing from the report it could be that they have an EHCP, their application was received after the deadline and classed as 'late', the parent only applied for independent schools or did not select your school or nursery as your child's current school. If you cannot see details of children you are expecting to, please let Croydon School Admissions Team know.

Please note that original offers made are subject to change and that rejections, acceptances and offers will show up in real time

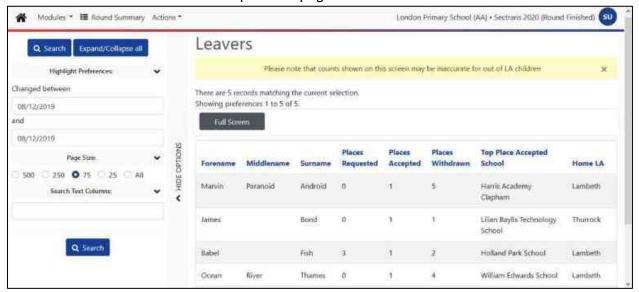
First choose the relevant round, eg 'S22' for year 6 leavers from the 'Home' screen, then click 'Round Summary'.



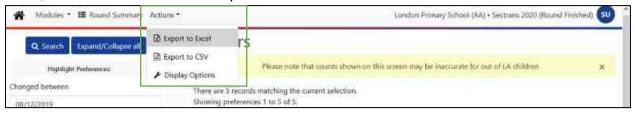
Then at the bottom of the page click on 'View Leavers'



Details of school leavers will show up on this page



This list can be exported to Excel by clicking on 'Actions' then 'Export to Excel'. Or if more fields are needed choose the 'Display Options' first to add in other fields then 'Export to Excel'. When exporting to Excel, view the second tab of the spreadsheet for details.



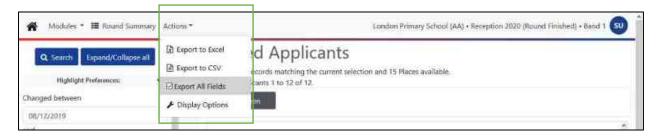
Below is what some of the columns in the table mean:

SAM Wording	Place requested	Places accepted	Places withdrawn
Our Wording	Number of school preferences on waiting list	Number of places allocated	Number of preferences no longer required

Exporting Data into Excel

If necessary data can be exported to an Excel spreadsheet from any of the 'Applications' 'Files' or some 'Reports' pages at the bottom of the page. NB: the options will vary depending on the round and stage in the process.

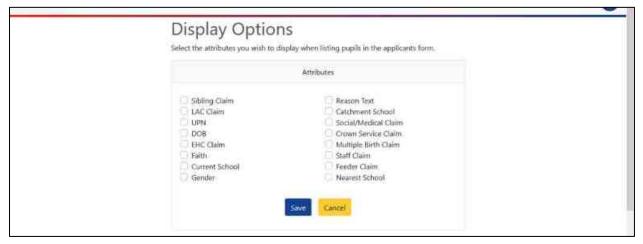
Whatever screen is showing there is the option to export data to Excel. Click on 'Actions' then either click on 'Export to Excel' which will export just the child's details as listed in the grid below the line, or tick the 'Export All Fields' first, then 'Export to Excel'.



Using the 'Display Options' the fields shown can be increased.

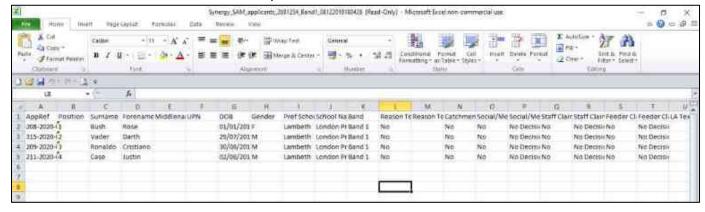


The following screen will be displayed with options to choose from, then click on 'Save' and the screen will return to the list of children with the fields included.



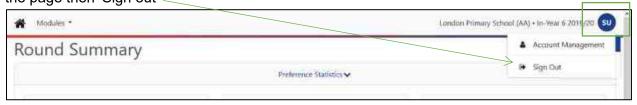
Once the options are saved and the screen returns to the previous one with the new fields, click on the 'Export to Excel' button.

Below are some of the details in a full report in surname order.



Logging out

When you have finished working on SAM it is important that you sign out by clicking on initials at the top of the page then 'Sign out'



The following screen will then show up

