PaM 2008/09 – Frequently Asked Questions

Access to PaM

A1. Q: I don’t have a User Name and Password / my Password doesn’t work. What do I do?
   A: Contact your PaM User Approver.
   If you are a provider user and this does not fix it for you, please contact your LSC Local Partnership Team.
   If you are an LSC user and this does not fix it for you, please raise a MAGIC call.

A2. Q: I cannot log in to the PaM application; I get a message ‘Please use a valid username and password’.
   A: Follow advise as above in Question A1.

Historic Data in PaM

H1. Q: Can the SSoAs (plans) created for 2007/08 be updated or new ones created?
   A: No. The 2007/08 plans were closed down as from 1 October 2007.

H2. Q: Will historical information for Schools be populated in PaM?
   A: Not for this year.

Summary Statement of Activity

S1. Q: How is a learner converted to an SLN value and why doesn’t PaM do this automatically?
   A: There is no direct conversion from learner numbers to SLNs. The dialogue between the LSC and the provider should take into account plans for changes in the coming year’s provision, including such things as efficiency and pattern of provision. PaM does display estimated SLNs based on ILRs for years 2005/06 and 2006/07 in order to help decide what SLN value is appropriate; however the final planned values must be entered by the LSC PaM Planning Officers after discussion and negotiation with the provider.

S2. Q: What is going to happen to the SSoA in PaM when new pilots come along?
   A: It is extremely unlikely that the format of the SSoA will change in-year, especially after the bulk of the plans have been approved. New pilots will need to be planned and managed outside PaM, until the next Business Cycle.

S3. Q: Level 4 Train to Gain Learners – where are these counted on the SSoA?
   A: These should be included in the Employer Responsive, Total Adult Learners figure.

S4. Q: Where does Entry To Employment (E2E) go on the SSoA?
   A: Should be counted under Foundation Learning Tier and Total Learners for Youth Delivery.

S5. Q: Adult Responsive Delivery Profile refers to end of Month 6; is this really the end of Month 6, or will it be tied into an FE return, e.g. F02?
   A: As of beginning December 2007, discussions are still on-going. Could be tied into an FE
return or a Funding Claim.

S6. Q: Are the Learner numbers for Employer Responsive = Average in Learning.
A: No, these are participants, including Starts and Carried Forward learners.

S7. Q: In-Year Delivery Profile – what is the bottom line under Employer Responsive for?
A: The LSC have a responsibility to reconcile on a quarterly basis the provision for 16-18 year old learners from private providers.

S8. Q: Is Learner Support Funding included in the SSoA?
A: No: the SSoA includes participation funding only.

S9. Q: Are the ‘of which’ values on the SSoA mutually exclusive?
A: No. Example: there are instances where learners are on an apprenticeship and an advanced apprenticeship in the same academic year. Such learners should be counted under both Apprenticeships and Advanced Apprenticeships.

S10. Q: Is there any way that PaM can show the data sources behind reports and ILR based data?
A: Yes, the reports and actuals data in SSoA show the file names at the bottom.

PaM Application Questions

P1. Q: To which PaM functions from 2008/09 onwards does the Status Filter apply?
A: To View Aggregations and View SSoA.

P2. Q: Can we get lists of names for PaM user roles?
A: Yes, these can be requested by LSC users via MAGIC.

P3. Q: How will the Local and Regional teams obtain provider factors for dummy providers?
A: Raise a MAGIC call as for other provider factors which are required.

P4. Q: When we copy a plan or save as new version, does the system copy the Comments?
A: No; Comments are not copied in either case.

P5. Q: When PaM displays regional aggregated SSoAs (via the View SSoA option) and then the Export data option is selected, will the data be exported down to the lowest level, i.e. details of individual plans within the region?
A: No, this is not included in this release of PaM 0809. Aggregated totals will be available for export.

P6. Q: Will the format of the Excel reports be improved in the new release?
A: No, this is caused by Microsoft Reporting Services, which hasn’t changed in this release.

P7. Q: Weekly extract of PaM data in Excel format – will this continue with the new application?
A: Yes. SSoA data for 2008/09 plans will be extracted each weekend.
P8. Q: In Year Delivery Profile – will there be any history for this shown on the SSoAs for previous years?
   A: No.

P9. Q: Is there a facility to copy the 07/08 plans or actuals into 08/09 plans?
   A: No. A fundamental principle of PaM is that the system does not pre-populate new plans. Historic data is provided to inform the process, e.g. the 07/08 plans are shown in 08/09 format.

P10. Q: Time-out period – has this been extended?
    A: Time out period in new release is set to 30 minutes.

P11. Q: Where does the ‘Non-PaM Providers’ list get populated from?
    A: These provider details are loaded from PIMS each night. A ‘non-PAM provider’ becomes a ‘PAM provider’ when they are assigned to a Local Office or Region within the Parameter/Provider Details function within PaM.

P12. Q: 2007/08 plan in 2008/09 format; help text behind Adult Delivery Full Level 2 states ‘will include all FE volumes, not just learner responsive’; does this refer just to the 2007/08 plan number, or does it mean that the 2008/09 SSoA planning number will also be ‘all FE volumes, not just learner responsive’?
    A: In the 2007/08 plans we did not have the concept of learner responsive/employer responsive; we simply had for example ‘FE Adult Full Level 2’ volumes. When it came to showing the 2007/08 plan numbers in the 2008/09 format, it was decided not to try and split the FE numbers between Adult Responsive and Learner Responsive, but to show them under Adult Responsive. The note is there to say that this number may in fact contain a number of learners who are in fact employer responsive, e.g. those undertaking an NVQ partly or fully in the workplace. Please note that this does not affect apprenticeships or Train to gain volumes.

P13. Q: I cannot see the Create Plan button. It seems to be inactive.
    A: Note: only LSC users can create plans for 2008/09.
    Check that you have selected a provider linked to an LSC Local Office or Region in the Provider Drop-Down box. Please ensure that your User Approver has granted you Read Write access to the application.

Questions re DLF Provider Factors and Funding Rates

D1. Q: Values for Retention and Achievement Factors for Employer Responsive appear to be very high in some cases – why is this?
    A: The Retention and Achievement Factor shows the effect of monthly payment and the 25% achievement element of SLNs, which are annual values with no achievement element. These factors can be greater than 1 where there are a large number of achievements relative to the months being studied. Example: where learners are taking an aim over 14 months, with achievement in Month 2 of the second year would give a relatively high Retention and Achievement Factor.
Process – Contracts & Allocations

PR1. Q: If PaM is providing the funding allocation details into AMPS (or replacement), will variations to planned/contracted provision need to be actioned in PaM during the year?
A: Yes. The Summary Statement of Activity is the funding allocation.