

Enterprise Adviser Network Register (EANR)

Frequently Asked Questions

Logging in

How do I receive my log-in?

When you log into CEC digital tools, the icon to the far right of your screen is for the EANR and you can click this to access the Register and reset your password.

I am having difficulties logging in

- A common solution to logging in is to clear your cache and cookies, as your browser could be trying to load an old version of the Register. To do this please see the [EANR Support guide on How to Clear Cache and Cookies](#).
- You also need to use this pathway for logging in: <https://eanr.careersandenterprise.co.uk>

Viewing permissions

How can I get an overview of multiple ECs' caseloads?

If you require different views of the Register i.e. an overview as a LEP user or delivery partner / sub-contractor, there are 3 overview log-ins per LEP or per delivery partner. This is separate from the log-in that provides an overview of your individual caseload. If the same user requires both an overview log-in as well as a log-in for their own caseload, a separate email address can be set up for the secondary log in by contacting lepinfo@careersandenterprise.co.uk

Viewing other Benchmarks in addition to 5 and 6

In the current version of the EANR, it is only possible to see Benchmarks 5 and 6, whether you have Hub institutions or otherwise.

Will we be able to copy and paste the visualisation charts?

You can download the visualisations into excel and then copy and paste from there.

Will we be able to filter data to individual local authorities' level within a LEP?

This isn't currently in the roadmap for development in the EA network register but can be added if there is demand for this. Where there is a separate delivery partner in a local authority area, then only the deliver partner and the LEP user will be able to see the local authority level data.

Matching

Why isn't my school / college showing as matched?

- An institution can't be matched if it's not in the Network, and it will only be in the Network if a joining date has been entered for it
- When an institution leaves, the matching does not need to be cancelled: a leave date for the institution needs to be entered which will show it is unmatched.

Why can't I see an institution is matched when I click on it?

There is a filter on the institution table which is for matched schools / colleges so you need to use the filter to display all matched institutions.

What is the "Confirm data" button?

- This is used to submit the data by the last working day of each month
- This is not visible to ECs but to LEP users or Delivery Partner overview users
- If a delivery partner / sub-contractor overview user clicks this button it will prevent other delivery partners from making further edits to their data, so it's recommended that delivery partners liaise with each other or with their key LEP User before agreeing who submits the data.

Adding institutions to the EANR

All institutions in scope for the Network are automatically created by the system. It is therefore not possible to create institutions. However as an EC you can only see and edit an institution if it has been assigned to you. LEP users are able to see all institutions and assign them to individual ECs.

Delivery Partners / Sub-contractors

What is a sub-contractor?

By sub-contractor, we mean an organisation or "delivery partner" which has been given the contract to deliver part of the LEP's Network. In other words, they oversee 1 or more ECs to manage a caseload in the Network and are paid by the LEP for their work. A delivery partner who doesn't oversee any ECs would not need access to the Register.

How can delivery partners / sub-contractors add schools?

Delivery Partners can only see and edit an institution if it has been assigned to their organisation. LEP users are able to see all institutions and can assign them to a delivery partner.

Do the performance graphs display to Delivery Partners / sub-contractors?

Delivery partners will see the graphs that relate to the LEP performance not to their individual performance.

Will all sub-contractors see each other's performance graphs across the LEP area or just those that relate to their workload?

The data table is specific to the individual delivery partner / sub-contractor, however overview statistics and the visualisations are at a LEP level.

Enterprise Advisers (EAs)

EAs and GDPR

Has the Memorandum of Understanding (MoU) that EAs sign changed to reflect the additional information that needs capturing?

Yes, an updated MoU will be in use from January 2020. This is being shared via Skills Leads and Hub Leads. EAs should not be given a log-in to the EANR.

Can an EA be attached to more than one school / college?

Yes, an EA can be attached to 2 or more different institutions but only to 1 EC currently. The Register is in development to enable EAs to show on more than 1 EC's record in future.

When an EA moves from one EC to another how can this be updated?

You can update the EC field on the EA record and then click "Edit Record". The EA and any schools the EA is working with will be automatically updated.

If an EA is shared over various ECs, will that EA show up on each EC's record?

No, this is in development for the Register, and currently they are just able to show on one EC's record.

If we have multiple EAs working with the same institution will there be an option to log this on the system?

Yes, more than 1 EA can be added.

Will EAs receive training on the EANR?

No, EAs do not need access to the EANR and should not be given a log-in. However, we will be circulating an updated Memorandum of Understanding to LEPs for EAs to sign in January 2020 that informs EAs that we store their name, contact details, title, employer, employment status and when they had a DBS check on our EANR.

Will our EA receive a welcome letter or message once they are on the Register?

Yes, each month The Careers & Enterprise Company Central Network Team will use the list of new EAs to trigger a welcome email, which includes a note about the EA page on Facebook Workplace and a link to a Safeguarding Overview.

ECs' Access

What to do when an EC works in the wider EAN as well as in Hub schools

ECs are allocated to institutions, so they can be allocated to either Hub or non-Hub institutions or a combination of both.

Do Senior ECs have the same access as Hub Leads?

Hub Leads will see their own caseloads unless they have "LEP User" or "Sub-contractor User" access. There are 3 of these log-ins per LEP or per delivery partner / sub-contractor, meaning 3 people in each LEP or delivery partner / sub-contractor organisation can have the overview of the whole LEP / the whole delivery partner organisation respectively. Both of these overview user types have the ability to confirm and submit the data each month. Please note that if a delivery partner presses the "confirm data" button, this will confirm the data for the whole LEP, so should only be used in consultation with the key LEP user or other delivery partners.

If I job share with another EC, will we be able to see each other's records?

Not currently. We are planning to do an update to enable multiple ECs to be attached to a record and will update the Network as this becomes possible.

Can ECs be the contacts set up under sub-contractor?

Yes. There are 3 places per delivery partner / sub-contractor for overview users who will see the whole delivery partner caseload and have access to the button to confirm the data is ready to be submitted. If a delivery partner wishes to change their 3 overview users, they can contact lepinfo@careersandenterprise.co.uk. They will also need to amend the contact details in the sub-contractor record in the EANR.

Can an institution be left blank if an EC leaves and there is no replacement?

If an EC leaves you need to reassign the caseload of that EC to a new EC.

Multi-site Institutions

Would colleges with multi-sites located across multiple LEPs and being managed by 2 ECs generate separate URNs?

No, there is only one URN for the college's sites. However the system is designed to allow you to define all of the different sites within an institution under 1 URN.

If an institution has different sites, are we able to have different Compass results for the different sites?

A considerable amount of work needs to be done before we are able to capture Compass data accurately for each site of a multi-site institution. However, the replacement EA network register is the first stage in being able to do this. Currently, any Compass submission which is entered as a whole institution record will be applied to all sites within the institution.

How does EANR interact with Compass / Compass+?

There is no interaction between the systems except that the EANR captures the results for Benchmark 5 or 6 in real time.