

Supporting the NCER Community



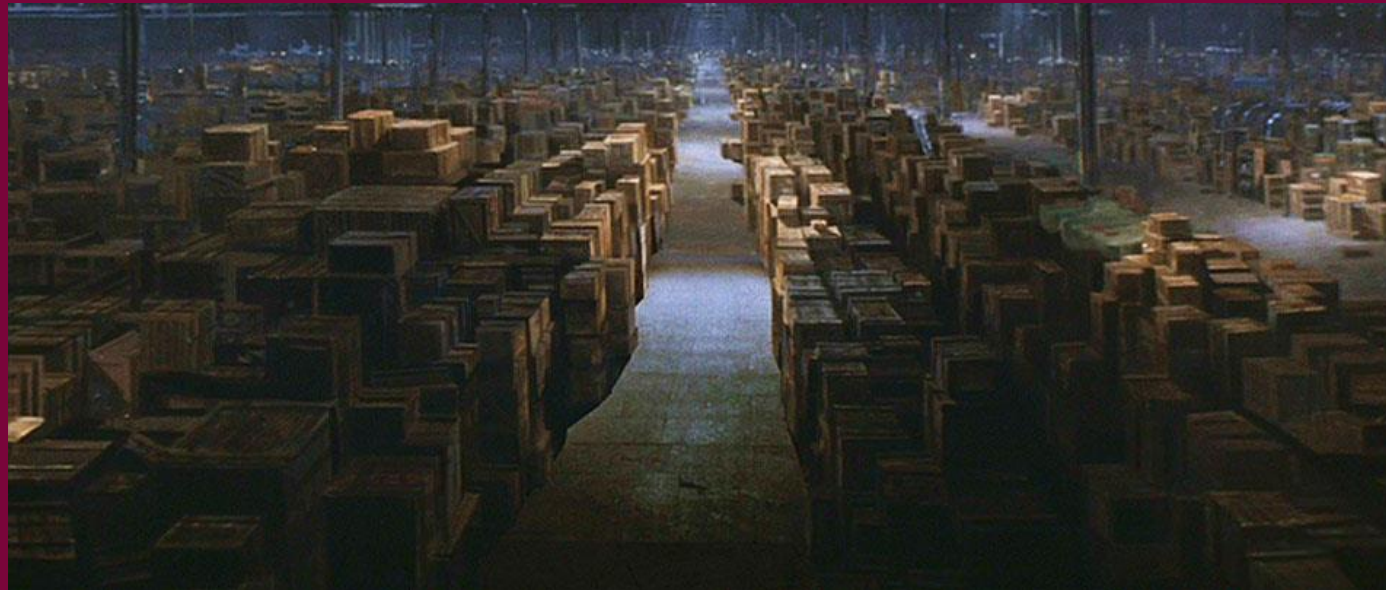
- **Paul Caladine & Donna Ross**
- NCER Technical Support and
Communications & Marketing Directors

Slides from this session are already available in the Nexus Help Centre so you can access links right away

[Nexus Videos > Webinars > Annual members meeting – 8th May 2025](#)

Bulletin archive

- You can view an archive of NCER Bulletins, at any time.
- Checking the Nexus Archive enables you to see if you have missed any recent bulletins about Nexus.
- Help Centre – Nexus > Nexus Documentation > General > [Nexus Bulletin Archive – Nexus](#)



#Comms

Are you
receiving
bulletins?



mailchimp

- If you are not currently receiving NCER bulletins and newsletters, this guide covers common issues that may prevent NCER bulletins and newsletter from reaching your inbox.
- The help guide provides advice on how to restore your NCER communications.
 - Confirm Your Subscription from within Nexus
 - Confirm Subscription via Mailchimp
- Help Centre – Nexus > Nexus Documentation > General > [Troubleshooting not receiving NCER membership bulletins – Nexus](#)

Nexus forum

- For up-to-date information about Nexus issues.
- Software > Nexus Known Issues



[Nexus](#) » [Software](#) » [NEXUS](#) » Nexus Known Issues

7 pages: [1] [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)

Moderate [New topic](#)

Nexus Known Issues

Topics	Topic Starter	Replies	Views	Last Post
 (FIXED)Insight Spring Census Data	vendoradmin.js	0	57	20 March 2025 11:17 by vendoradmin.js 
 (FIXED)Insight Headlines > Stat Neighbour data	vendoradmin.js	0	31	11 February 2025 15:55 by vendoradmin.js 
 Insight Exclusion Details > NC Year view in Pupil Groups	vendoradmin.js	0	36	06 December 2024 11:47 by vendoradmin.js 
 (FIXED)Absence/ Exclusions Page > Duplicate School List	vendoradmin.js	0	15	06 December 2024 11:42 by vendoradmin.js 
 (FIXED)Batch Reporting - Test Gap reports	vendoradmin.sg	0	19	04 December 2024 10:05 by vendoradmin.sg 
 Absence Ranking for LA > Insight Absence Details Vs Insight Tables	vendoradmin.sg	0	44	04 December 2024 10:02 by vendoradmin.sg 
 (FIXED)KS2 DFE Import	vendoradmin.js	0	71	19 November 2024 11:56 by vendoradmin.js 

Webinars 24/25 - Delivered

- Recent and upcoming developments in Nexus – November 2024
- Optional collections in 2025 – December 2024
- NAVSH & NCER – CLA Current Cohort functionality / CLA KS4 collections – December 2024
- Exploring Nexus functionality – February 2025
- Preparing for Primary Assessment – March 2025

Nexus > Nexus Videos > Webinars

Webinars

NAVSH Conference 2025 - Slides

Webinar - Preparing for primary assessment 24/25 - 26th March 2025

Webinar - Exploring the functionality of Nexus - 12th February 2025

Webinar - KS4 CLA Results Day collection / Using CLA Current Cohorts - 11th December 2024

Webinar - Optional Collections in Nexus - 4th December 2024

Webinar - Recent and upcoming developments in Nexus - 27th November 2024

Annual members meeting - 9th May 2024 - videos and documentation

Webinar - Preparing for Primary Assessment in 2024 - 20th March 2024

NAVSH Conference 2024 - NCER Slides

Webinar - Virtual Schools - Data Matching and Data Sources (21st Feb 24)



[Links to watch the videos](#)

Webinars upcoming for 24/25

- 2nd of the NAVSH requested webinars:
- **Using Nexus to write your annual report**
- Intended for Virtual School leaders – led by Matthew Cooke (VSH Suffolk) and Paul Caladine (NCER TSD)

[Booking link](#)



Webinars 25/26 - Upcoming

UPCOMING
EVENTS

- **New to Nexus** – Intro for new users – October 2025
- **DfE attendance in Nexus** – September 2025
- **Recent and upcoming developments** – November 2025
- **How Nexus supports primary accountability *** – December 2025
- **Highlighting the advantages of Perspective Lite to primary leaders** – January 2026
- **Nexus essentials for CLA and CIN *** – February 2026
- **Preparing for primary assessment 2026** – March 2026
- **SEN2 in Nexus *** - March 2026

* Updated versions of previous webinars

Additionally, NAVSH will be offered 1-2 webinar slots to meet their priorities

[Links to the booking forms](#)

Getting data out of Nexus



- Did you know just how many exports from Nexus are available?
- Data that has been imported into the system in Keypas
 - Keypas > Tree View > YEAR & ASSESSMENT > Exports
- NPD data
 - Nova > Export Data > YEAR & Key Stage
- Insight pupil/school drill through - all allow download
- Nova reports
 - Export to chosen file format
- Insight Tables
 - Insight > Tables > CUSTOMISE > EXPORT CSV



**Do You
Know
These
Facts?**

Provisional & Revised data

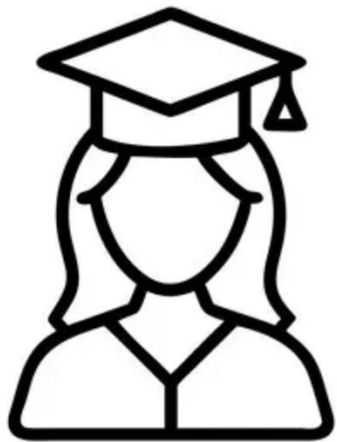
- For KS2 and KS4 there are provisional and revised datasets released (LA Imported)
- Not every LA loads revised data immediately, so what is the NCER emerging national (and regional comparisons) based on?
- Because there is only one dataset held for each assessment per year, any LA that has not loaded the revised data will contribute the provisional data to comparisons
- Over time the number of provisional datasets will drop and the revised will take its place

KS4 LA Aggregated results



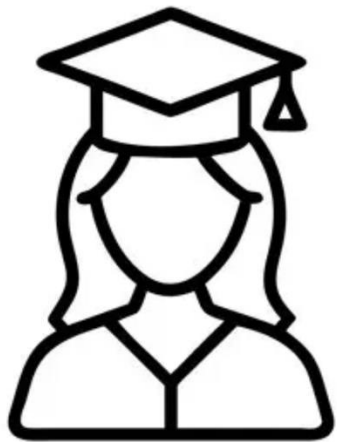
- Nexus will once again support the aggregated KS4 collection on results day
- This will allow you to load aggregate **LA Level** KS4 results into Nexus and view the results for other local authorities who do the same
- You will collect school level results from each of your schools and load the LA level totals into Nexus
- The process and spreadsheet for this will be available before the summer for you to share with your secondary schools

KS4 summer results day collection 2025



- NCER will again be facilitating summer results day collection of KS4 results for all pupils (in participating schools)
- Optional collections – LA will make a choice of whether to offer all pupil to schools.
- Most of this will come through importing exam board files being submitted by schools to the LA
- Spreadsheets will be needed for some results at KS4 not in exam board files
- Spreadsheet expected to be available in late May and comms will inform you when this is out

KS4 CLA results day collection 2025



- Virtual schools again have the option to load their Year 11 pupil's KS4 results at results day
- This has the benefit of letting Nexus do the work and analysis and providing national comparison data
- If your LA is undertaking an all pupil collection then some of your pupils might be picked up, but you have no certainty that will be the case
- Otherwise, a spreadsheet will be required for each pupil. This is expected to be available in late May and comms will inform you when this is out
- Consider whether you wish to use **CLA Current Cohort** functionality to have the actual KS4 cohort in the system (rather than just the 903 return cohort)

Perspective Lite traded services support



Perspective
Lite

- New information videos have been produced to help you promote Perspective Lite to your schools - [Perspective Lite LA Services - Introductory Videos – Nexus](#)
- Perspective Lite Training system has been updated with data and ready for LAs to use when training their schools - [Perspective Lite Training Account – Nexus](#)
- Previous ‘Train the Trainer’ webinar about Perspective Lite training - [Train the Trainer - Perspective Lite – Nexus](#)
- Previous ‘Traded Service’ webinar about Perspective Lite - [Webinar - Data Traded Service Forum \(3rd October 2023\) – Nexus](#)

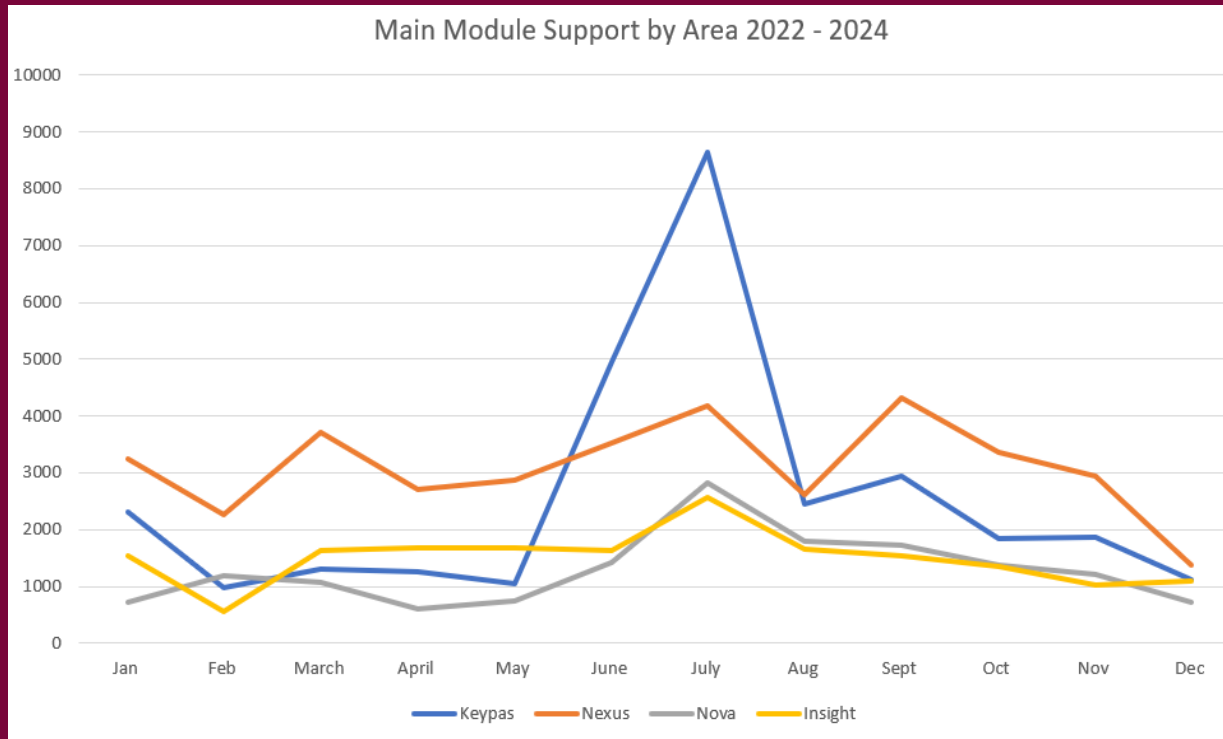
Short video about NCER & Nexus for senior leaders



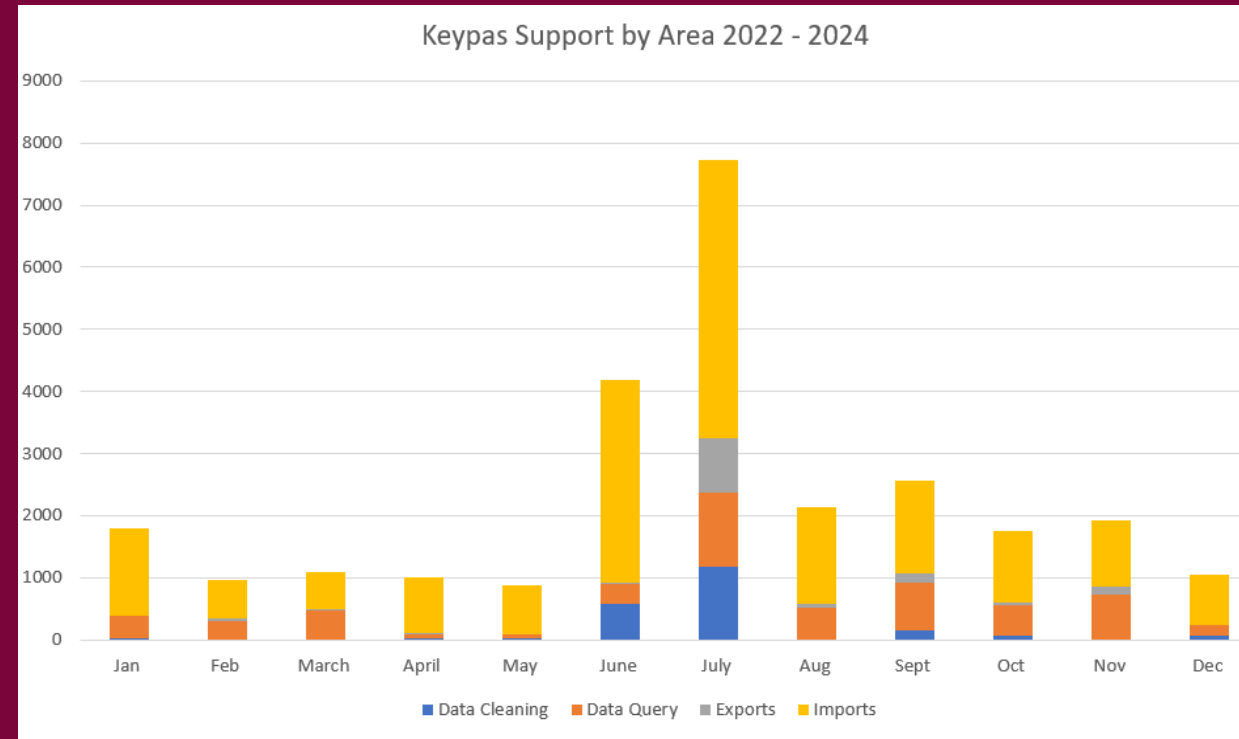
- We have prepared a short video intended for senior leaders who may be unfamiliar with NCER and Nexus
- These may be leaders who are authorising payments, considering procurement or request further information before doing so
- The video is just over 3 minutes long and doesn't require sign-in to view
- It can be found [HERE](#)

Messages from the Helpdesk

- Peak requests are during the assessment import season and related to Keypas
- **IMPORTS** are the biggest cause of requests to the helpdesk with obvious spikes of data cleaning queries in June and July



Graph shows support time spent (mins)



Graph shows support time spent for the 'main four' Keypas areas (mins)

How can you help?

There are several things that you can do to help at busy times of year.

- When an Import Fails – Refer to the '*Why won't my file import*' guide—[LINK](#) This is in Nexus Documentation > Keypas User Guide
- Download & use Notepad++ to fix obvious file issues rather than sending them to the helpdesk.
- Check the 'Known issues' area of the Forum – Your issue may have already been logged.

Doing these steps will help shield the helpdesk from queries LA can handle themselves and provide a better service to all.

When logging tickets

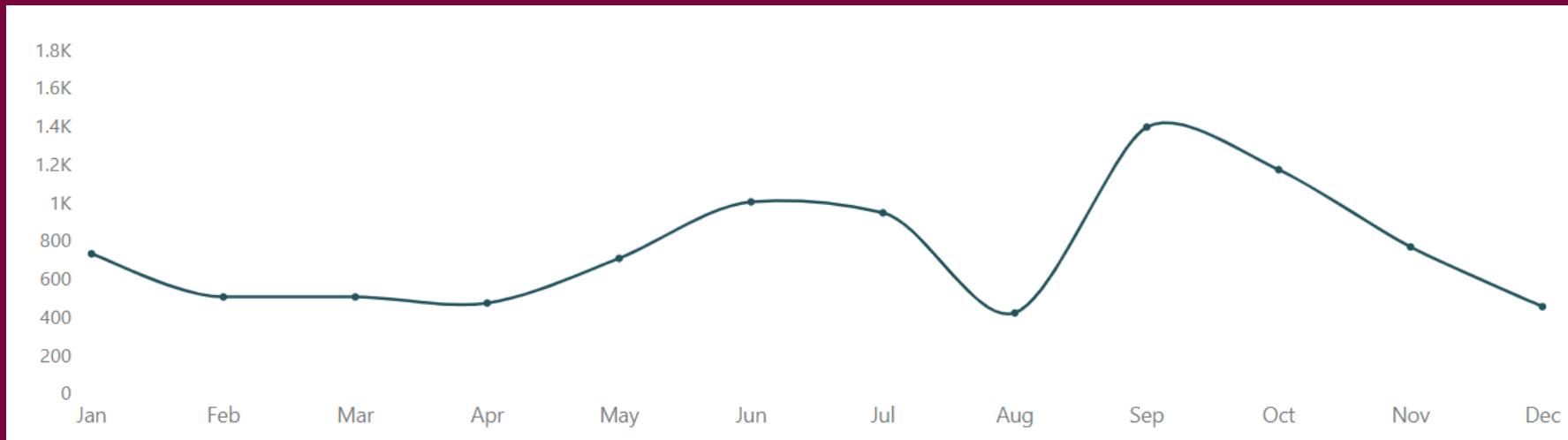
- If you do need to log a request to the help desk (for any reason), try to self-investigate first and pass on what you've found:
 - What you've already tried with no success
 - Whether there are specific UPNs / Schools involved
 - Provide a copy of the file via the secure contact form (protected to allow sensitive data to be sent)
- This will speed up the resolution and potentially help identify wider issues affecting multiple LAs

Wider issues

- If you see inconsistencies on Nova reports or Insight pages, please report these to the help desk (after checking if it is not already a known issue)
- Some LAs try to make their own calculations match Nexus – please remember that Nexus applies DfE methodologies in the background – unless you have factored all of this in, your calculations may not match

Tickets created across all products

- Across all Angel products, we see a huge spike in September/October as schools return. The biggest contributors are headteacher changes and staff administration in Perspective Lite.



Graph shows tickets logged

How can you help?

Use August to review Heads (Admin > Perspective Services) and refresh logins.

- Watch out for any emails from the helpdesk in August, requesting updated headteacher lists.
- Send any headteacher updates to the helpdesk in bulk, rather than via several individual requests
- Send headteacher login reminders from within Nexus, via the Schools dashboard > Perspective tab.
- Support available here - [Updating your Perspective Lite Head Teachers – Nexus](#)

Ensuring the headteacher is correct means schools are able to administer their own accounts and help ensure the correct people have access to their data.

LA Feedback

We are driven to make Nexus the best tool possible and we'd like to encourage the use of the Forum for suggested features, processes and improved ways of working.

- Are there areas of the system you're not using? Why or why not?
- Is there anything missing from the system?
- Are there any processes that frustrate you? How could we fix them?

Leave your comments around this – or anything else around support – in the Chat and we will pick them up and look to address them

You can also email feedback@ncer.org

ANY
QUESTIONS
?