



CLEW for Relief Personnel Management

The Issue

Finding replacement teachers to cover the 4-5% who are typically absent each day is a huge task for schools. It usually means a senior teacher has to arrive early – around 7am – to start phoning casual teachers to relieve the absent staff member/s.

The process of locating relief personnel typically involves more than 12 calls. Often, schools will try to find teachers who are familiar with the school and subject first and if they are unavailable, they will then try to get in contact with the teachers on a casual list, in order to meet their obligation of having a minimum number on duty each day.

The current solutions for replacing absent staff are frustrating, timely and disruptive to the routine of the teacher assigned to the task as well as those receiving the calls and their families.

The Solution

The Catholic Education Office for Canberra and Goulburn (CEO) runs 54 schools catering for students in years K-12. The CEO knew the daily struggle of finding replacement staff and sought a more efficient way of scheduling its relief teachers.

The CEO chose Alacrity's patented technology CLEW (Closed Loop Environment for Wireless) technology to provide a Relief Personnel Management System (RPMS) to more efficiently manage the task of locating replacement teachers for absent personnel.

Interfaced with the CEO's HR management system, the CLEW-based RPMS allows the CEO to notify multiple casual teachers simultaneously of available positions and shifts, through a single outgoing alert. Although the alert is sent to the mobile devices of casual teachers, RPMS is not an SMS system. Rather, it triggers a data session on the internet function available on most mobile phones.

The information is sent simultaneously to all suitably qualified teachers who are available, with the first to positively respond getting the position and the others receiving an alert notifying them that the position has been filled. This avoids over subscription, a problem that often occurs with broadcast SMS.

RPMS can also trigger the pay system, ensuring casual teachers are paid promptly and reminds teachers of shifts, if needed, by notifying them with an alert the day before.



Business Benefits

CLEW is a more efficient and cost effective method of communicating time-critical information to individuals. CLEW will reduce the overall costs associated with relief personnel management along with the daily stress on management and staff allowing them to focus on more important tasks.