

FORTESIUM

Case Study: Transforming GTCNI's Teacher Registration System with Fortesium's REGULATOR ONLINE

Registration Made Simple

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Client Overview

The General Teaching Council for Northern Ireland (GTCNI) is the professional and regulatory body for teachers in Northern Ireland. Their role includes registering teachers, maintaining professional standards, and ensuring schools have access to a high-quality workforce.

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Challenge

GTCNI needed to overhaul its teacher registration system, transitioning from manual data entry to a modern, self-service digital platform. The previous system required GTCNI staff to manually input applicant data, a time-consuming process prone to inefficiencies. This project aimed to digitise the system for teacher registration, allowing prospective teachers to apply online, upload required documents, and track their applications in real-time. Additionally, GTCNI sought to provide registered teachers with a platform to update their profiles and submit applications, as well as empower schools and the general public with specific access to the teacher register.

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Solution

Fortesium delivered a comprehensive digital solution, *Regulator Online*, tailored to meet GTCNI's unique needs. Key features of the solution included:

- A self-service portal for new applicants to register, upload necessary documentation, and track their application from submission to approval.
- A dedicated platform for registered teachers to manage personal profiles and submit certification applications.
- The GTCNI School Portal, allowing schools to check teacher employment eligibility, update records, and submit professional development certificates.
- A public-facing “Search the Register” tool, enabling easy access to teacher information.

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Results

Since implementing Regulator Online, GTCNI has experienced significant improvements in efficiency and service quality:

- **Reduced Processing Times:** Automated workflows and streamlined operations have resulted in a **22% reduction** in processing times across all major application types.
- **Improved Finance Reconciliation:** The integrated online payment system has nearly eliminated cheque and bank transfer payments, reducing finance reconciliation time by **90%**.
- **Data Centralisation:** The new system has consolidated all application data, leading to a **90% reduction** in the use of spreadsheets to track and monitor applications.
- **Enhanced Reporting:** GTCNI can now actively track application statuses, minimising delays in the registration process.

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Key Benefits

1. **Future-Proofed Solution:** GTCNI now operates on a fully digital platform, ensuring the organisation is equipped for long-term success.
2. **Enhanced Customer Service:** Applicants have full visibility into their application status through the self-service portal.
3. **Instant Information Access:** Staff and users can retrieve critical information instantly with just the click of a button.
4. **Efficient Workflows:** Custom workflows have allowed GTCNI to allocate staffing resources more effectively, driving operational efficiencies.

- **Favourite Feature:** The modern user interface stands out for its ease of use and streamlined navigation, making it a hit with users.
- **Onboarding Experience:** GTCNI praised the implementation process as excellent. Fortesium and GTCNI successfully delivered the **project on time and within budget in just seven months.**
- **Partnership Highlights:** Fortesium's professionalism and deep understanding of regulatory bodies helped shape the project's success. Their expertise challenged GTCNI's thinking, resulting in a more refined final product.
- **Support Team Performance:** Fortesium's support team has been exceptional, offering prompt resolutions to any raised tickets, ensuring GTCNI's statutory functions proceed without unnecessary delays.

By partnering with Fortesium, GTCNI was able to successfully modernise its teacher registration process. The result is a forward-thinking, innovative, and future-proof solution that has significantly improved efficiency, data management, and user experience.

Three words to describe GTCNI's experience with Fortesium and Regulator Online:

Exceptional, Forward Thinking, Innovative.

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REGULATOR  ONLINE