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# **Learning Records Service Organisation Portal**

## **Learner Management User Guide**



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## Purpose and structure of this guide

This Guide provides information and guidance for Learner Registration Bodies (LRBs) that sign up to use the Learning Records Service (LRS).

**Section 1** provides important operational guidelines on how to **administer and manage users**.

**Section 2** provides guidance on managing **Unique Learner Numbers (ULNs)**. There are several steps to managing ULNs, and the Guide describes these including how to set up and manage batch processes.

**Section 3** describes in detail how to access and manage the **Personal Learning Record (PLR)**.

**Section 4** describes **how to find a QCF qualification**. This includes processing **Rules of Combination (RoC)** enquiries, which gives Learner Registration Bodies (LRBs) the opportunity - using selection criteria that help to produce options for learners - to find suitable courses.

The Guide also offers advice and information on best practice, to help you make the most of the LRS, and provide details of how to get further help and guidance.

If any of your users would receive the LRS newsletter - Service News - they can subscribe by sending their full name, organisation name and contact details by email to the [LRS Customer Help Desk](#).



## 1. Operational guidelines for super users

Once your organisation has registered with the Learning Records Service (LRS) it will be referred to as a Learner Registration Body (LRB). You will need to establish managerial arrangements for running the LRS and ensure that appropriate arrangements for data governance are in place.

Once we have checked and accepted your registration, LRS will set up your organisation account on the Organisation Portal and email your nominated Super User with a username and provide a password to enable access to the Organisation Portal.

This section is for your organisation's Super User and will help to:

- Clearly define your managerial arrangements for running the LRS.
- Establish your data governance arrangements.

### 1.1 Appoint other super users

It is strongly recommended that your organisation has at least **three super users** to ensure that a Super User is available to unlock accounts, and so on, at any time.

The [Organisation Agreement](#) sets out two complementary areas of responsibility which are assigned to the Super User(s) of the LRS:

- Oversight of Data Protection (DP) issues.
- Operational management of the LRS, including managing users, removing those who leave and oversight of procedure and practice.

### 1.2 Things to consider when creating users

As a Super User creating other users you must consider:

- Internal processes; including how additional users can be set up.  
Depending on the role, this may involve Criminal Records Bureau (CRB) checks. CRB checking is NOT mandated by the LRS. You must set up procedures for requesting a new user account which checks that the person being given access is properly authorised to access the LRS.
- What level of permission is needed for the user?
- Are users aware of their responsibilities in using the LRS?
- Training and awareness about the LRS, including guidance on the use of the FileName field in respect of batches, be implemented.



- How Super Users will deal with internal enquiries, as your Super User must be the first point of contact in your organisation.
- Number of potential users in your organisation.

Please note: the LRS does not recommend the creation of 'Guest' user accounts. This will break the responsibility for maintaining access authorisation. The LRS may contact you if we identify any inappropriate behaviour when using our services.

### **1.3 User responsibilities**

The User Agreement sets out the individual's responsibilities in using the LRS and must be accepted on screen every time a user logs into the LRS Portal. This text is also available in the Terms & Conditions in the footer of the LRS Portal.

### **1.4 Arrangements for data governance**

Whilst the obligations upon each individual user are set out in the User Agreement, the LRS requirements for data governance are articulated in the [Organisation Agreement](#). These documents taken together frame and detail the responsibilities imposed upon the LRB. Ensuring proper practice in handling personal data is a requirement of learning providers, although there is no standard model of practice across the sector.

### **1.5 Training and awareness**

The LRS does not give training courses in using the LRS. The responsibility for user training and awareness lies with you as Super User. LRS does offer a range of support materials (including this Guide) which can be accessed on the [LRS website](#).

### **1.6 Naming conventions for multiple sites**

The LRS registers an LRB as a single legal entity, even if the organisation has multiple sites and users. If you have a number of sites or offices, we suggest you give each its own name which can then be input into the FileName field when submitting a batch job.

This will allow users to filter batch jobs by site using this field on the Organisation Portal. Once the filter is set, it will be applied every time that user logs in, until they remove it. You may want to consider issuing guidance to all your organisation's users regarding the use of this function.

### **1.7 Privacy notice**

The LRS has released standardised texts for Privacy Notices. These are for the benefit of learner providers to incorporate into their course registration and application forms plus administration systems for the next academic year.

A short text version - suitable for inclusion in student and learner facing application forms.



An extended text with simple explanations of how the LRS will use and process the information and data provided to us by Learner Registration Bodies (LRBs). This version is suitable for cascading to students and learners and to be used within your own application and information packs.

Access and download the [short and extended versions of the Privacy Notices](#) and the [Framework Code of Practice for all Providers](#).

Please also see [Section 4](#) to understand the implications for learners regarding the Privacy Notice and the Personal Learning Record.

The learner's wishes should be recorded in the Ability to Share field – [see Appendix B](#).

## 1.8 Support

For further information and support please contact the LRS Customer Help Desk. Open Monday to Saturday, 8:00 am – 8:00 pm

Telephone: 0845 602 2589

Email: [lrsupport@learningrecordsservice.org.uk](mailto:lrsupport@learningrecordsservice.org.uk)

Website: <https://www.gov.uk/government/collections/learning-records-service>

## 1.9 Logging into Learner Management

You are now ready to log on to and use Learner Management.

### 1.10 Log onto the LRS for the first time

- Open the internet and log on to <https://lm.lrs.imservices.org.uk/>
- You will be presented with the logon screen.
- Enter your Username and the 'one time' password that has been provided to you by your super-user or, in the case of this being the first time your organisation has used the Learning Records Service, by the LRS Customer Help Desk.
- Select '*Login*'.
- You will be presented with the change password screen.



- You will have to re-enter your one time password given to you by the LRS Customer Help Desk or your super-user and then enter and confirm your chosen new password. Passwords must be at least 8 alphanumeric characters long. There has to be at least one upper case alphabetic character, one lower case alphabetic character and one numeric character.
- **NOTE:** Passwords have an expiry set upon them and you will be required to change your password when your password has expired. The system will automatically present you with the change password screen.
- Once you have successfully changed your password you will be presented with the terms and conditions of using the Learning Records Service screen shown below:
- You must accept the terms of the User agreement in order to proceed to the final screen used to activate your account which captures your answer to a secret question. This screen is shown over the page:
- Choose one of the questions from the drop down list and then enter and re-enter your answer. This question and answer will be used to facilitate the resetting of your password in the event that you forget it in the future.
- Once you have successfully completed this step you will be presented with the Welcome page of the Organisation Portal.

### 1.11 Welcome page

Once you successfully log on, you are directed to the Welcome Page which is unique to the user type and role permissions.

- From this Welcome page you can use the Menu bar and Main menu tabs to navigate around the Organisation Portal.
- The Organisation Portal has a comprehensive set of roles and permissions that governs what every user can and cannot do when logged on. In the example shown above, Bob has been given access to User Management, Learner Verification and Achievement Management functions, in addition to the Welcome page and My Account which are applicable for all users of the system.
- The My Account hyperlink provides every user with the ability to update some of their user account details and also to reset their own password.





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### **1.12 Online help**

The Organisation Portal provides online help and assistance, via the hyperlinks available at various points within the portal, giving function specific help.



### 1.13 User Management Permissions

#### 1.14 Your role as a super user

When your organisation registered as a Learner Registration Body (LRB), the LRS recognised a Super User as the person whose details were supplied on your LRS Organisation Registration form.

An LRS Super User is the highest level organisation-specific role that you can be given. As a Super User, you are responsible for managing all users within your LRB, including setting up additional Super Users. This is to ensure that only the right people have access to LRS, that you maintain your user community and to make sure that the confidentiality of the records of learners is protected.

As a Super User you will be the first contact point for your user community to:

- Create Users
- Update Users - Change in personal and details; Change in role and permission
- Resolve access and password problems; reset; suspend; reinstate
- Remove Users: leavers and movers
- Monitor User activity

So now you must decide how to administer your user community and set up all other users.

#### 1.15 Appoint new super users and users

Once you as the nominated Super User have accessed the LRS Organisation Portal for the first time, it is good practice to create additional Super Users. The Learning Records Service recommends at least three Super Users per establishment.

To set up additional users

- Select '*User Management*' hyperlink in left-hand navigation
- "Find User" screen is displayed. The Super User must check if the user already has access to the LRS Organisation Portal before a create can be performed:
- Fill in the Given Name and Family Name and select the Learner Registration Body Super User role to tick the box.
- Select 'Find User' – This is to check that the user does not already exist before you create a new record.
- The results screen with a message 'no users match the selected criteria' is displayed.



- Select 'Create User'
- Type in the Given Name and Family Name; the LRS automatically produces a user account name out of the given name and family names.
- Select the tick box next to the 'User Role' you would like to assign the individual – see Appendix A for a list of user role descriptions.
- Complete the e-mail address field as this enables users to use the Forgotten Password option from the login screen to reset their own password
- You will need to enter some information into the Verification Provided box – this could be staff ID or a school email address.
- If you have additional information such as a telephone number you could add it to the data, but only the fields marked \* are mandatory.
- Select 'Create User'. The Super User is now created shows the Super User's Username and Password. Copy these carefully and send them to the new Super User/User.
- Select 'OK'.
- The next screen shows a summary of the User you have created.
- When the additional users login for the first time they will be required to change their password. This allows the user to choose a more user friendly password.

#### 1.16 Update an existing user account

- Select 'User Management' Tab; "Find User" screen is displayed
- Search by Username (if known) or Given and Family name
- Check the Status is set to "Active"
- Select "Find User"; "Find User Results" screen is displayed
- Select the radio button next to the user whose account details you wish to update
- Select 'Update User'

#### The following details can be updated:

- *Title, Given name and Family name*
- *Telephone landline and mobile numbers – optional*
- *Email address*
- *Verification provided – confirmation of your internal authorisation procedure.*
- *Staff ID or Your reference – optional*
- *You may use this screen to update the roles allowed for your own Super-User account.*
- Select 'Update' to commit the changes made. You will this confirmation screen



- Select 'OK' to continue.

### 1.17 Delete/remove a user account

Don't leave user accounts open for people who no longer work for the organisation. This is important; if an account is left active, that person could still access the Portal online and potentially misuse the service. **These activities will still be associated to your organisation and you will be held responsible.**

#### Remove a user account as soon as the user has:

- Left your organisation
- Moved to another organisation which is also an LRB
- Taken on a role that no longer needs access to the Organisation Portal
- Ceased being sub-contracted to your organisation

#### To delete a user account:

- Select 'User Management' Tab; "Find User" screen is displayed
- Search by Username (if known) or Given and Family name
- Check the Status is set to "Active"
- Select "Find User"; "Find User Results" screen is displayed
- Select the radio button next to the user whose account details you wish to update
- Check the radio button next to the user whose account you wish to delete
- Select 'Delete User' option'
- Select 'Delete' to go ahead with the deletion of the account or 'Cancel' to return without deleting the account screen

### 1.18 Verify identity

You may receive requests to amend user account details or reset passwords from your users who may be geographically dispersed. The LRS offers you a facility to check the identity of the remote user:

- Select 'User Management' Tab; "Find User" screen is displayed
- Search by Username (if known) or Given and Family name
- Check the Status is set to "Active"
- Select "Find User"; "Find User Results" screen is displayed
- Check the radio button next to the user whose identity you wish to verify.
- Select 'Verify Identity'.
- The secret question that the user has selected when activating their account will be presented:
- Ask the user for the answer to the question and key it in.



- Select 'Verify'. If the answer supplied was correct, you can continue. If the answer had been incorrect, the message in the response box would be in **red**.
- Select 'Ok'.

*Note: the answer is not case sensitive, so 'taylor' will match against 'Taylor' for example.*

### 1.19 Reset password

When a user has used the wrong password 3 times without entering the correct details to access the Organisation Portal, that user's account will be locked. Only a Super User can reset the password of users registered to use the LRS portal.

**Note: Users can reset their own password as long as they have an email recorded against their account. This will allow users to use the Forgotten Password option available from the login screen of the LRS Organisation Portal.**

If you wish to deny a user (for any reason) access to the Organisation Portal, you can change the user account status to 'suspended'.

To reset a password:

- Select 'User Management' Tab; "Find User" screen is displayed
- Search by Username (if known) or Given and Family name
- Check the Status is set to "Suspended"
- Access the user account and change the status to 'active' to reinstate the account.
- The account is now active again and the password will work.
- Check the radio button of the user whose password you wish to reset.
- Select 'Reset Password' screen
- 'Confirm' if you wish to proceed with resetting the password or 'Cancel' to exit.

The LRS displays the new one-time password for the selected user. You need to send this to the user. The user will be asked to change the password when they next log on.

### 1.20 Monitor users activity

The LRS recommends that you audit your user community annually, to check whether all your users are still using the LRS and whether they still hold the right level of access.

You can find all your organisation's users on the Portal. Just go to the 'User Management', leave the 'find user' criteria blank and select all of the roles and



select 'Find User'. The Portal will generate a full list of users where you can review your user's roles.

### **1.21 Change of super user**

The initial Super User detailed on your Organisation Registration form is the LRS primary contact point. If you or another Super User changes roles or leaves the organisation, please complete the [Change of Super User Form](#) or contact the LRS Customer Help Desk.

### **1.22 Contract staff or third party organisations using the LRS**

From time to time, you may hire contract or temporary staff to help within your organisation. As part of their role they may need access to the Organisation Portal. These staff must be subject to the same checks that protect confidentiality following your organisation's policy.

If another organisation is contracted to do work for your organisation and needs access to the Portal, it is your responsibility to give them access as users belonging to your organisation. This will ensure that all transactions that are conducted for your organisation are audited as belonging to your organisation.

If you are an agency working for a number of different LRBs, you will have to use separate user logons for each organisation you are working for.

### **1.23 Lost your only super user account?**

In the unfortunate event that your Super User account is suspended or your Super User account holder has left the organisation, and you have no other Super Users, the LRS will create a new Super User account for you.

To request a new Super User, please complete in the [Change of Super User Form](#) and send it to the LRS.



## 2. Unique Learner Number (ULN) Management

Once your organisation has registered with us you need to decide the best approach for managing your ULNs. The options are:

1. **Manually create ULNs through the LRS Organisation Portal** - If you have a group of up to 50 learners, this is probably the quickest way to get them. For more information and guidance refer to section 5.1.
2. **Use the Batch process** – More than 50 learners prepare batch files containing multiple learner details and submit them manually using the LRS Organisation Portal. The Output file can be downloaded and uploaded back into your system. The output file may also contain exceptions which needs manual intervention to resolve. For more information and guidance refer to section 5.2 and 5.3.
3. **Web Services** – If you choose to use web services, your management information (MI) software is linked into the Learner Register, automatically updating the LRS. The MI software may assist in the resolution of the exceptions. This is the preferred method but does rely on your own MIS Vendor or software supplier providing the interface with the Learner Register. For more information about how to register as a developer visit "[I want to develop a web service](#)":

### 2.1 Unique Learner Number (ULN) management

This section of the Guide tells you how to obtain and manage Unique Learner Numbers (ULNs) through the LRS Organisation Portal.

### 2.2 LRS Organisation Portal (Manual)

#### 2.2.1 Find individual ULNs by personal details

Before registering a new ULN the system will perform a find to check if a ULN already exists for the individual.

From the top of the Organisation Portal:

- Select 'Learner Management'
- Select 'Find a learner' - You can see the 'Find a Learner' which contains two forms. You need to work with the right hand form 'Find by Personal Details'
- Enter 'Given name' and 'Family name' of the learner whose ULN you are looking for
- Enter the 'Date of birth' from the drop down menu.
- Select the 'Gender' from the drop-down menu.
- Enter the last known 'Postcode'. As a last resort use the ZZ99 9ZZ – if there is no possibility of obtaining a postcode from the learner.



This completes the mandatory fields, but if you know of a Previous Family Name, it would be useful to enter it as well to improve your search results:

- Select 'Search.' The results screen is displayed
- In this case, Screenshot – Find Learner Results shows that the LRS has found no learners matching the description entered.
- Check the details you entered as you can amend the details and 'Search again'. Take a look at **Appendix B** for more tips on searching for learners.
- If you are unable to find a ULN, select 'Register this learner' to register the learner. See Section 5.1.2 for more information.

The screenshot shows a search form with the following fields and values:

Given name *	Family name *	Previous Family Name	Date of birth *	Gender *	Postcode *
Kenny	McVicar		11 June 1911	Male	G11GG

Buttons: [Find another learner](#), [Search again](#)

Search results: **Your search results**  
The search has returned no results.

Links: [Can't find the learner you're looking for?](#), [Register this learner](#)

Screenshot – Find Learner Results

## 2.2.2 Register the learner (find by ULN unsuccessful)

You have searched using the tips for searching but there is no record of a ULN for your learner. So you need to register this learner for a ULN.

- Select 'Register this learner'
- Enter as many further details as you can onto this screen to help identify this learner in future searches.
- Complete all mandatory fields including;
  - **Verification Type** - A learner' identity should be verified at enrolment. Although a lack of proof of identity should not prevent enrolment. When a learner's identity cannot be verified it must be verified at a later date. (Appendix B)
  - **Ability to Share** – You can make your learners aware of the way their data can be used by ensuring they have read or have access to a Privacy Notice. An example of a Privacy Notice can be found on the LRS website. For list of the status' (Appendix B)
- Select 'Register learner' – confirmation screenshot – Learner registered successfully, showing the ULN you have created.
- **You now have a ULN for the learner – use the copy and paste hyperlink to copy the ULN into your MI Database, and tell the learner.** Remember to use the ULN in future if you need to access this learner's ULN record or Personal Learning Record in the Organisation Portal.





- Select '*View learner profile*' to view the learner's ULN record or select '*Register another learner*' to create another ULN for another learner.

Register learner Kenny Moore

Learner registered successfully. The learner's ULN is:

3838334956 [Copy ULN to clipboard](#)

[View learner profile](#)

[Register another learner](#)

Screenshot – Learner registered successfully

### 2.2.3 Register individual ULNs – Using Fast Track

If you are confident that the learner doesn't already have a ULN, a new learner can be registered through the Organisation Portal using the Register Learner (fast track option).

- Select '*Learner Management*' and then '*Register Learner*'
- Fill in the Given Name, Family Name, Previous Family Name (optional).
- Enter the date of birth – (using the drop down menus).
- Select the Gender from the drop-down menu and enter the last known postcode – if there is none available then as a last resort use the default postcode ZZ99 9ZZ.
- Select the '*Register*' button.
- The LRS will perform a search for any learners that match the details entered. If any matches are found, the system will display them.
- If a match is found but you still wish to register this learner, click the '*Register this learner*' button on the results screen.
- Alternatively, if no matches are found the system will display the Register Learner - details screen.
- **Note** that the mandatory information has been transferred from the search screen – add in as much more information as you can from Screenshot – Register learner – details (fasttrack)
- Select Verification Type from the drop-down. Pre-16 schools should use the Relationship with School entry.
- Select Ability to Share – hopefully this will be FPN seen and able to share data – See [Section 2.6](#) for more information regarding the Privacy Notice.
- Add in any other information you may have to help identify this learner in future searches and then click '*Register learner*'
- **You now have a ULN for the learner – use the copy and paste hyperlink to copy the ULN into your MI Database, and tell the learner.** Remember to



use the ULN in future if you need to access this learner's ULN record or Personal Learning Record in the Organisation Portal.

- Select 'View learner profile' to view the learner's ULN record or select 'Register another learner' to create another ULN for another learner.

You are here: [Find a Learner](#) > [Find learner by personal details results](#) > [Register new learner warning](#) > Register learner details

### Register learner - details

Please enter learner's details

[What information should I provide?](#)

Mandatory fields are marked with an asterisk (\*)

Title	<input type="text"/>	Email	<input type="text"/>
Given name	Kenny	School at age 16	<input type="text"/>
Preferred given name	<input type="text"/>	Scottish candidate number	<input type="text"/>
Middle other name	<input type="text"/>	Address line 1	<input type="text"/>
Family name	Moore	Address line 2	<input type="text"/>
Previous family name	<input type="text"/>	Town	<input type="text"/>
Family name at age 16	<input type="text"/>	County	<input type="text"/>
Gender	Male	Postcode	G11GG
Date of birth	11 Jun 1911	Date of address capture	<input type="text"/> <input type="text"/> <input type="text"/>
Place of birth	<input type="text"/>		
Nationality	<input type="text" value="United Kingdom (GBR)"/>		

Other learner verification is required for full learner privileges

Verification type *	<input type="text" value="Please select"/>	Ability to share *	<input type="text" value="Please select"/>
Other Verification Type	<input type="text"/>		

[Why are verification type and ability to share important?](#)

Screenshot – Register learner – details (fast track)



### 2.2.4 View, Add or Update learner's ULN details

- On the 'Welcome Page' or on the 'Find a Learner Page' go to the left-hand form 'Find a learner by ULN.'
- Enter the learner's ULN, Given Name and Family Name and select 'Search'.
- On the Results screen select 'View profile'. You will now see the 'View Learner Profile' screen.

View Learner Profile screen holds all the personal and contact details of the learner plus dates and times of when the record was created and last amended, as well as any linked ULNs (these are other ULN records that have been merged to make this ULN the Master ULN).

Here you can check the learner's details, and add further details or update information (refer to section 6.6 for Tips for updating a learner's details):

- Select 'Edit details' at the bottom of the screen.
- Refer to Appendix C – Create/Update learner fields for more information on field requirements.
- Once all the fields have been updated select 'Save changes' to update the learner's ULN.

## 2.3 Batch Process

The Organisation Portal is useful for obtaining individual ULNs, but a faster and more effective method is to use **the batch process**.

### 2.3.1 Create a batch file – Important Information

To create a batch file you need to have access to the [LRS Batch File Toolkit](#) available from the LRS Website. The Batch Toolkit includes the following documents which will help you produce and upload your batch file, as well as dealing with any exceptions:

- [How to prepare an LRB batch file](#): this technical document describes the fields and the content
- [CSV file template](#): the template uses Microsoft Excel
- [Validation Tool](#): The tool checks and assists users with batch validation issues prior to its upload to the LRS Organisational Portal. **Note:** Ensure you have read the system requirements and that you have the required software on your computer.



The toolkit is a set of technical documents which describe exactly how to set up the data within the file and needs to be followed **precisely** to create the CSV file.

### 2.3.2 Update ULN data using batch

A batch file can create or update ULNs. If updating ULNs, please note updates will only occur as follows:

1. The five mandatory fields (Given Name, Family Name, Date of Birth, Gender or Last Known postcode), will only be updated if the Verification Type value is set to a value higher than 0 = none provided.
2. If updating Given Name or Family Name, the above applies as well as the name needs to match the database value on a fuzzy or synonym (known alternative of the name).
3. If updating the Address fields the five mandatory fields must match as explained in point 1. An update will be performed if at least 1 of the 4 address fields supplied in the batch file is completed.
4. The batch file field contains a value and the same field in the ULN record is blank.
5. The Verification fields will be updated as a group with the values in the batch file whether the same as the LRS or not.
6. Ability to Share Ability to Share field has previously been set by the learner then this cannot be reset by any values in the batch file. Similarly, it cannot be updated to "0 = FPN Not Seen" if the field was previously set to one of the "FPN Seen" values.

If updating the learner's details, the minimum data content for each learner for the batch file is: ULN, Given Name and Family Name. If creating a new ULN, the minimum data content for each learner is: Given Name, Family Name, Postcode, Date of Birth, Gender, Ability to Share, Verification Type (ID) and if applicable, Verification Other Description.

### 2.3.3 Upload the batch file

Once you have created your batch file, you are now ready to upload your batch file to the LRS Organisation Portal

- Select 'Learner Management'.
- Select 'Submit Batch Registration'.

Now choose your submission type from the dropdown menu. You are going to submit a file for 'Full Submission', so

- Select the 'Full (FUL)'. (You would use the 'Verification only (CHK)' submission if you already had ULNs for your learners).
- Use the '*Browse*' button to locate the batch file on your computer. Then



- Select the 'Upload File' button. (The file is processed at regular intervals throughout the day)

Make a note of the Job ID Number, to identify your file.

- Select '*Submit another file*' to submit another batch file, if you need to or select '*View job list*' to see that status of your file (section 6.10).

If your file has been correctly prepared, you should see a success message.

#### 2.3.4 View Job List (batches)

Once you have uploaded your batch you can view all batch jobs uploaded in the last 45 days:

- Select 'Learner Management'.
- Select 'View Batch Registration'.
- You can identify the file you are interested in from the 'Job ID' column.
- If the 'Status' column shows '**Waiting**', you have the option to remove the file from the list and cancel the batch process for that file.
- If the 'Status' column shows '**Successful**' you have a choice of hyperlinked options in the right hand column.
- You can select '**Download output file**' – allows the file to be downloaded in the same format it was uploaded (either CSV or XML).
- You can select '**View exceptions**' to process the exceptions for just a particular batch file. (section 6.12)
- You can select '**View Job Details**' for each processed file, which will display the Job Id, Organisational File Name, Type, Status, User, Date and Time including:
  - Total number of records overall
  - Total number of records with each return code (section 6.11)



You are here: [View LRB batch jobs](#) - Job details

### Job details for SmokeTestFile

The job and its associated output file will be automatically deleted after 45 days. (01 Apr 2012)

Summary	
Job ID	11569
Date	30 Jan 2012 14:29:50
Type	CHK
Status	S
User	LRBADL
File name	LRB_10099407_110420111504.XML
Organisation's file name	SmokeTestFile
Start Date	16 Feb 2012 14:22:14
End Date	16 Feb 2012 14:22:15
Duration	00:00:01

Details	
Number of records	12
RC001	Linked Master ULN returned 6
RC002	ULN confirmed and updated 0
RC003	ULN confirmed 5
RC004	No match - New ULN created 0
RC005	No match - No ULN created 0
RC006	Insufficient data to create new ULN 0
RC007	Possible match 1
RC008	Too many matches 0
RC009	No ULN match - Serious error 0
RC010	Null values 0
RC011	Incorrect format 0

[What does this mean and what do I do next?](#)

[Delete job](#) [Back to job list](#) [Download output file](#) [View exceptions](#)

**Screenshot 1 – Batch job details**

## 2.4 Return Codes RC001-RC011: what they mean

Once a batch file has been processed, an output file is available which contains a list of return codes (Appendix D). These codes describe whether a ULN has been found, a new one created or if an Exception has been found which needs to be investigated (section 6.12).

'Return Codes' tell you what has happened to each learner record in your file. Some of these codes indicate a warning or error message to explain the reason for failure – these are called 'exceptions'. There are 11 different return codes, but not all of them indicate exceptions (refer to Appendix D)

### 2.4.1 RC001-RC005

These return codes all represent 'Return Codes' require no further action to be taken by you (refer to Appendix D).



### 2.4.2 RC006-RC011

These return codes all represent 'exceptions' and further will be required by you (for more information about these codes refer to section 6.4 and Appendix D)

### 2.5 Batch exceptions (RC006-RC011)

Exceptions need to be resolved so that the learner's ULN can be obtained or updated. This usually means checking that the learners' details are correct. The different Return Codes relate to issues with the data in your batch file and need further action to resolve.

The Batch Exception process provides an online procedure to help Learner Registration Bodies provide additional and corrective information to improve the processing of Batch Exceptions.

The output file can be used to update your own MI database with new ULNs and the Exceptions should be 'processed', for example, investigated.

There are two ways to enter the exceptions process:

- Analyse the exceptions for an individual batch, or
- View all outstanding Exceptions for all batches for your organisation.

#### 2.5.1 Viewing batch exceptions

You can view all the exceptions in your organisation's files together, or view the exceptions for a single batch file. The actions that you take within the LRS and the options available to you are the same in either case.

To view all exceptions for your organisation:

- Select '*Learner Management*' from the main tabs on any screen
- Select '*View Exceptions*'. You will now see the 'Exception List' screen.

To view the exceptions for a single batch file:

- Select '*Learner Management*'
- Select '*View Batch Registration*'; the "View LRB batch job" screen is displayed
- Find the batch you wish to resolve the exceptions for
- Select '*View exceptions*' hyperlink; the "Exceptions List" screen is displayed

The "Exceptions List" screen shows all the exceptions that:

- match the current filter set (refer to screenshot 50). *Your filter criteria will be saved and will continue to be applied across user account sessions until they are either cleared using the 'Clear Filter' option, or amended.*
- totals for the number of exceptions that match the filter



- number of unique exceptions shown in the table, and the number of duplicates of those that are hidden. The first number will always be the sum of the other two.

- Close filter options

Organisation file name	All	Given name	All
Return code	All	Family name	All
Submitted within	All	Has ULN	All

Clear filter    Apply filter

**Screenshot – View exceptions – filter options**

## 2.5.2 Processing batch exceptions

This section explains how you can resolve any exceptions which require further attention:

- Duplicate exceptions
- RC006, RC007, RC008,
- RC009 - RC011

### 2.5.2.1 Duplicate exceptions

If an organisation submits the same learner details multiple times, and receives the same return code every time, these will be marked as duplicates, and only the most recent one matching the filter will be shown in the list. These are identified by the link “Process Duplicates” which will take you to the “Process Duplicates screen”.





## Duplicate exception summary

<input type="checkbox"/>	Given name	Family name	Date of birth	Gender	Postcode	Organisation's file name	Return code	Expiry date	Action
	adrian	pritchard	10/10/1992	Male	G4 4AB		RC007		<a href="#">Process all</a>

## Duplicate exceptions

<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032_0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032_0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032_0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032_0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032_0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032_0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>

Select to mark exceptions for deletion

Show  1 2 Next >>

12 duplicates

Delete selected records

Return to exceptions list

[How do I use this screen?](#)

### Screenshot - Process duplicate exceptions

Selecting *'Process all'* from the "Process exception summary" screen will resolve all the duplicates, whereas selecting *'Process single'* will only resolve a single exception.

Note: the "Process exception summary" screen will show all duplicate exceptions across all batch files, no matter what filter settings were applied to the exceptions list. Therefore, the number here may be higher than the total number of duplicates displayed on the exceptions list page.



### 2.5.2.2 RC006 Insufficient data to create a ULN

RC006 is returned when LRS failed to create a ULN because one or more of the mandatory fields has not been supplied particularly Verification Type and/or Ability to Share not supplied.

#### Steps to process RC006

- From the view exceptions screen select the 'Process' hyperlink on the far right column of the individual record.
- You have two possible options – 'Cancel' or 'Register New Learner'
- If the 'Cancel' option is selected, you return to View exceptions screen.
- If the 'Register this learner' option is selected, you will need to complete a new registration:

Please enter learner's details

[What information should I provide?](#)

Title:		Email:	
Given name:	Davis	School at age 16:	
Preferred given Name:	Davis	Scottish candidate number:	
Middle other name:		Address line 1:	Add Line 1
Family name:	Calhoun	Address line 2:	
Previous family name:	<input type="text"/>	Town:	Add Line 3
Family name at age 16:		County:	
Gender *	Male	Postcode *	CV1 2TT
Date of birth *	4 June 1953	Date of address capture:	
Place of birth:			
Nationality:	GBR		

---

Other learner verification is required for full learner privileges

Verification type:	Passport	Ability to share:	FPN seen and able to share data
--------------------	----------	-------------------	---------------------------------

[Why are verification type and ability to share important?](#)

Mandatory fields are marked with an asterisk (\*)

Screenshot – Register a learner



### 2.5.2.3 RC007 Possible Matches

RC007 is returned when you have tried to register a learner for a new ULN but the system believes one exists.

#### Check;

- Has the learner moved address and the postcode needs updating in the CTF submission.
- Date of birth; day and month has not been transposed
- Is the learner's name different from your records i.e. Your records show the learner's full name but LRS holds the learner's preferred name.
- Has the learners gender been recorded correctly; 2=Female, 1=Male

#### Steps to process RC007

- From the exceptions list select the '*Process*' hyperlink on the far right column of the individual record.
- The possible matches are listed and an option '+' to expand one or more of the searched results to check that it is the record that matches with your entry (screenshot 5)
- Once you have reviewed the list select your learner by ticking the checkbox
- Once the checkbox is selected, '*Select this learner*' and '*Select and update learner*' button are enabled;
  - '*Select and update learner*' button displays the 'View learner profile' screen.
  - '*Select this learner*' processes the exception only
- Once selected the exception will be deleted from the exceptions list.
- Finally there are two other options within this display - '*Return to exceptions list*' will return you to exception list. The option to '*Register new learner*' will only be displayed, if no checkbox is selected.



The screenshot shows the 'Find a learner' interface. At the top, it says 'You searched for:' followed by 'Provided details: MIS Identifier: 0001'. Below this is a table with columns: Input, Given name, Family name, ULN, Date of birth, Gender, Postcode, Master. The row shows: Original, Zachery, Taylor, (blank), 01/01/1970, Male, AB10 1UD.

Below the table is the 'Your search results' section. It shows a list of results with checkboxes. A red arrow points to the checkboxes with the text 'Check boxes'. The first result is expanded to show details:

Title:	Mr	School at age 16:	Washington Prep School	Address:	
Middle other name:	John	Place of birth:	Coventry		AB10 1UD
Preferred given name:		Nationality:	GBR		
Previous family name:		Email:	George@washington.COM		
Family name at age 16:					

Below the details are two more rows of search results with checkboxes:

<input type="checkbox"/>	Zachery	Taylor	6723561014	01/07/1929	Male	AB10 1UD
<input type="checkbox"/>	Zachery	Taylor	7207009709	01/01/1970	Male	CV1 1LL

At the bottom, there are buttons: 'Select this learner', 'Select and update learner', 'Return to exceptions list', and 'Register new learner'.

Screenshot - RC007 results

#### 2.5.2.4 RC008 Too Many Possible Matches

RC008 is returned when the system failed to find/create a ULN, the LRS found more than 10 possible matches.

#### Check:

- You are not searching using the default or establishment postcode
- Try including a previous family name in your CTF file

#### Steps to process RC008

- From the exceptions list select the 'Process' hyperlink on the far right column of the individual record.
- You will be presented with a screen with a message "Too many records match your search results"
- If you are still unable to match a ULN, create a new ULN through the LRS Organisation portal.

#### 2.5.2.5 RC009 – RC011

These exceptions may have an issue because some of the details are wrong or missing.



The details provided in your file are used to populate both the 'Provided details' and the 'Find by Personal Details'. If you are processing multiple duplicate exceptions, the MIS Identifier field will show a link to a pop-up window listing all of the MIS Identifiers for the duplicates that are being processed.

- **RC009** is returned when the ULN supplied in your original file has not been recognised by the LRS (serious error).
  - **Check;** ULN, Given and/or Family name in the database against those submitted in your CTF file.
- **RC010** is returned when one or more of the mandatory fields is blank apart from Given or Family Name
  - **Check;** All mandatory fields have been completed; gender, date of birth and postcode.
- **RC011** is returned when the learner record submitted in the original CTF file contained data which does not meet LRS formats.
  - Check;**
    - The learner is aged 14 years and above
    - A valid verification type code is supplied; between 0 and 7 as well as 999. If 999 is selected; Verification Other Description field must be populated.
    - Check none of the fields contain prohibited text. A list of prohibited values is available from the LRS Customer Help Desk.
    - "Last Known Postcode" field does not contain a prohibited postcode value.
    - The "Ability to Share" field has a valid code; 0, 1 or 2

### Steps to process RC009-RC011 Exceptions

- Complete and/or update the information, including the mandatory fields will allow the full registration of a new learner and will return a Unique Learner Number
- From the exceptions list select the 'Process' hyperlink on the far right column of the individual record.
- You have two possible options – 'Cancel' or 'Register New Learner'.
- When you select 'Cancel' look at the 'Find by Personal Details' fields and enter any missing information or change anything that is incorrect.



### 2.5.3 Next Steps - Completed processing exceptions

- Exceptions are deleted automatically after 45 days. However IF;
  - Select this learner
  - Select and update this learner or
  - Register new learner buttons are chosen, some management is still required.
- From the Exception list or Process duplicate exceptions screen; select the check boxes of exceptions to be deleted and click the '*Delete selected records*' button.

Once you have completed exception processing, the function to '*Export my processed exceptions*' should be used to download a file to enable you to update your organisation's database with your processed exceptions:

- From the "View exceptions screen"
- Select the 'Export processed exceptions' button which takes you to the "Export my processed exceptions" screen.
- Select the same format you used to upload the file so the file can be loaded in your database. When you select a radio button the download button will be highlighted.

## 3. Personal Learning Record

### 3.1 Access the Personal Learning Record

The Personal Learning Record (PLR) is an electronic folder which details in one central place online all the awards, learning Achievements and qualifications of a learner.

**Only LRB Online Users or View Only Users can access the PLR as long as the learner has agreed to share their PLR.** For more information refer to section 6.3.



### 3.2 Information displayed on the PLR

Data for the PLR is obtained from three sources:

- National Pupil Database (NPD) for Key Stage 4 and 5 qualifications.
- Periodic Individualised Learner Record (ILR) returns to the Data Service, as long as a valid ULN and UKPRN are included within the ILR and they match the learner's details.
- Awarding Organisations are able to upload QCF qualifications and National Qualification Framework (NQF) qualifications regulated by Ofqual.

Data from the NPD and ILR returns has been uploaded since summer 2008; therefore learners cannot expect to find data about learning achievements prior to this date included in their PLR.

### 3.3 Privacy notice – unable to share data

In order to allow both the learner and others to access the learner's PLR, you must ensure that a copy of the Privacy Notice has been shared. The Privacy Notice provides an explanation of the way in which the learner's data may be shared with different organisations.

A copy of the LRS Privacy Notice can be found on Gov.UK website.

After reading the Privacy Notice a learner must be given the opportunity to opt out of sharing their PLR (qualification and participation data or learning events). This is something your organisation is responsible for but we recommend you encompass this as part of your enrolment process.

If a learner chooses to opt out of sharing their PLR the following steps are required:

- The learner or training provider must switch off the "Ability to Share" flag. The learner can change their data sharing settings through the National Career Service by opening a Life Long Learning Account (for more information visit the [National Careers Service website](#)).
- The learner cannot opt out of sharing their Unique Learner Number.
- If the learner chooses to opt out of sharing their PLR please explain the implications below:
  - Only the learner will be able to view their learning events on the PLR.
  - Learning providers will be prevented from viewing the learner's PLR; a message would subsequently be displayed: 'No Learning Events to display'.



### 3.4 View a PLR

To find a learner's PLR you will need to carry out a search either by Unique Learner Number (ULN) or by personal details:

- Select the 'Learner Management' and then 'Find a learner'.
- Enter the learner's ULN, Given Name and Family Name.
- Select the 'Search' button:
  - If no exact match is found the Find Learner's Results screen is displayed.
  - If an exact match is found you are taken directly to the View learner profile screen.
- Select the View Personal Learning Record hyperlink to view the learner's PLR

Viewing learner: Andrew Jackson      ULN: 2011201089      Date of birth: 07 Oct 1992

[View learner profile](#) | [View personal learning record](#) | [Create a report](#) | [Find a QCF qualification](#)

**View personal learning record**

[Why report a problem?](#)   [Report a problem](#)

Subject	Level	Grade	Credit	Source	Start date	End date	Award date
<a href="#">AQA Level 3 Advanced Subsidiary GCE in History</a>	Level 3	A		NPD			01/07/2010
<a href="#">OCR Level 3 Advanced GCE in English Language</a>	Level 3	A		NPD			01/07/2010
<a href="#">AQA Level 3 Advanced Subsidiary GCE in Biology</a>	Level 3	D		NPD			01/07/2009
<a href="#">OCR Level 3 Advanced Subsidiary GCE in English Language</a>	Level 3	A		NPD			01/07/2009
<a href="#">OCR Advanced Level Free-Standing Mathematics Qualification Additional Mathematics</a>	Level 3	A		NPD			01/07/2008

**Screenshot – View Personal Learning Record – All tab**





Each of the records display with up to eight fields of data (not all of the fields are populated) including:

- **Subject** – displaying the title of each record (Hyperlinks to View Qualification Detail)
- **Level** – Level of the award from Entry Level – Level 8 (or could be blank).
- **Grade** – Generally showing the grade of the award or 'Pass' or 'blank'.
- **Credit** – displaying the amount of Credit achieved for record.
- **Source** – will be NPD, ILR or AO
- **Start Date** – if applicable
- **End Date** – if applicable
- **Award Date** – Date of the Award or Achievement

All of the above details are held in columns which can be sorted, using the down arrow, either in ascending (first select) or descending (second select) order. If several pages of records are available for the displayed learner, then all records are used within the sorting process and redisplayed.

The Credits and Units can be viewed by selecting the *Credit and Units* tab, showing the list of credits and units along with Level, Grade, Credit and Award Date. Once again all the columns can be sorted by selecting the down arrow on the header of each column name.

All the subjects have a hyperlink which can be selected to view more information on that particular subject or qualification:

The source of the About this Qualification data is the Regulatory IT System (RITS). You can also see the Status of the qualification; Provisional or Final and whether or not the qualification is Under data challenge. Only NQF qualifications can have a Status of Provisional. All QCF qualifications are treated as Final.

When under data challenge. A View details hyperlink will become available which will redirect you to the View enquiries screen so you can see the current status.



### 3.5 Create a report

A PLR report can be downloaded by LRB's for individual learners to include one or more achievement/participation records:

- The report can be accessed via the *Create a Report* tab on the PLR screen.

Select the qualification(s) and/or unit(s) below for your report.

Include in report?	Award date ▼	Subject ▼	Level ▼	Grade ▼
<input type="checkbox"/>	01/07/2008	OCR Advanced Level Free-Standing Mathematics Qualification: Additional Mathematics		A
<input checked="" type="checkbox"/>	01/07/2009	AQA Level 3 Advanced Subsidiary GCE in Biology		D
<input checked="" type="checkbox"/>	01/07/2009	OCR Level 3 Advanced Subsidiary GCE in English Language		A
<input type="checkbox"/>	01/01/2010	Ascentis Entry Level Award In An Introduction to the Hair and Beauty Sector (Entry 3) (GCF)	Entry Level	
<input type="checkbox"/>	13/04/2010	Certificate in Business and Administration (Organisations and People)		

[View my report](#)

[Download Adobe Acrobat Reader to view your report](#)

The PLR may display duplicate instances of learning events as events may be reported from different sources.

#### Screenshot 2 – Create a report (PLR)

A screen displaying all qualifications and events listed in date order will appear. There are check boxes on the left hand side of each record – all check boxes are ticked ready for reporting.

- If there are any of the records that you do not wish to see in the report, simply un-tick the relevant check boxes.
- Select “View my report”
- The report will be displayed in PDF format and choose from one of the following options: “save” for future use OR “open”, giving a read only version of the report. From here you can save and / or print the report as required.

**Note:** if you need to download a viewer for a PDF, select the hyperlink to ‘*Download Adobe Acrobat Reader to view your report*’ and follow the instructions on the screen.



**Personal Learning Record**  
**Andrew Jackson**  
**2011201089**

**Learning Events**

Provider	Awarding Body	Type	Aim Description	Start Date	End Date	Grade	Award Date
WJEC	Assessment and Qualifications Alliance	GCE AS level	AQA Level 3 Advanced Subsidiary GCE in Biology			D	01/07/2009
WJEC	Oxford, Cambridge & RSA Exams	GCE AS level	OCR Level 3 Advanced Subsidiary GCE in English Language			A	01/07/2009

PROTECT - PERSONAL

Screenshot – View report (PLR) - PDF

**3.6 Audit information on viewing a PLR**

An audit record of who has viewed a learner's PLR is held within the LRS and can be accessed by contacting LRS Customer Help Desk. This information will only be made available to the learner themselves, in line with guidance from the Information Commissioners Office (ICO). For a learner to request this information they must be able to:

- Provide their ULN, Family Name and Given Name (exactly as entered in the LRS), or
- If the learner has logged onto the Learner Portal provide their ULN and be able to provide the answer to their secret question. (This will have been created when they first logged onto the Learner Portal)

If the learner cannot provide this information the LRS Customer Help Desk will not be authorised to disclose the information.



### 3.7 Report a Problem - ULN or Learning Event

Part of the quality control process and procedures, you can Report a Problem (known as a Data Challenge) with a learner's ULN or Learning Event(s) (qualification/unit) data showing on PLR.

### 3.8 Report a ULN problem

The Data Challenge process allows you to identify a data issue with a learner's ULN. A data issue could be one of the following:

Enquiry Type	Identified Problem type	Information required to Report a Problem
ULN has been incorrectly created	<ul style="list-style-type: none"><li>• Duplicate ULN, for example, a learner has been given a second ULN</li><li>• Fictitious or fraudulent ULN</li></ul>	<ul style="list-style-type: none"><li>• Both ULNs that you suspect the learner has.</li><li>• Which ULN is the master and which ULN is the duplicate</li><li>• If data on the ULNs are significantly different then please give a reason for the merge request. E.G. if the ULNs have different post codes please confirm that the learner has lived at both addresses.</li></ul>
ULN has been incorrectly merged	<ul style="list-style-type: none"><li>• ULN de-merge</li></ul>	<ul style="list-style-type: none"><li>• Both ULNs that need to be de-merged.</li><li>• The reason why they need de-merging.</li></ul>
ULN has other unspecified problem	<ul style="list-style-type: none"><li>• Two people sharing the same ULN</li><li>• Deceased learner</li><li>• ULN incorrect as details have changed (learner is therefore using another learner's ULN)</li><li>• Other ULN problem</li></ul>	<ul style="list-style-type: none"><li>• Please give as much information as to what the issue is.</li></ul>

Table 1 – Reporting ULN problems



Data Challenge process is only for instances where the LRB cannot resolve the issue themselves and also includes issues raised by the learner. Instances where a data issue can be corrected directly by an LRB are:

- Wrongly spelt/Incorrect Name
- Wrong/Incorrect Address
- Opting out settings
- Date of Birth

These can be changed using by updating the learner's details – see [Section 3.2](#).

### 3.8.1 Steps to report a ULN problem

- Select the *Report a ULN Problem* button from the “View Learner Profile” screen
- Select the type of data issue from the list of options (table 6 above).
- Explain what your organisation believes the required corrective action is.
- Complete your name, email address and telephone number so that you can be contacted should any questions arise.
- Finally, select the ‘*Finish*’ button to submit your request.
- Make a note of enquiry reference number should you wish to contact the LRS Customer Help Desk.

Please ensure that you include as much information as you can when reporting a problem. If the LRS Customer Help Desk does not have enough information they will need to get in contact with you for further information which will delay the issue being resolved.

All enquiries made on your learner details and learning events are listed below:

Ref no	Type	Date raised	Date resolved	Status	
979792882800001	Not My Event - QCF Qualification	23 Feb 2012	19 Mar 2012	Withdrawn	<a href="#">View details</a>
979792882800006	ULN incorrect Create	22 Mar 2012		In Progress	<a href="#">View details</a>
979792882800005	ULN incorrect Merge	14 Mar 2012		In Progress	<a href="#">View details</a>
979792882800003	Missing Event	09 Mar 2012		In Progress	<a href="#">View details</a>
979792882800004	ULN incorrect Merge	09 Mar 2012		In Progress	<a href="#">View details</a>
979792882800002	ULN Unspecified Problem	09 Mar 2012		In Progress	<a href="#">View details</a>

[Back to profile](#)

Screenshot – Report a problem history

### 3.9 Report a PLR Learning Event Problem

You can report a problem (also known as Data Challenge) for any of the PLR



Learning Events. This is a 4 step process:

- **Step 1**; select the '*Report a Problem*' button from the PLR display will give a drop down box with a number of options:
  - Information on one of the qualifications is wrong (section 7.2.1)
  - One of the qualifications does not belong to this learner (section 7.2.2)
  - One of the qualifications appear more than once (section 7.2.4)

**Note:** When you are reporting a problem, remember that the Learning Events available are those **after** summer 2008. Even data after this date may be missing as it may not have been possible to uniquely match the learner with their qualification data from the data sources used to populate the record.

- Once you have selected an option from the drop down box, select *Next*. Each of the options listed above will now be detailed over the next few pages: steps 2 - 4.

### 3.9.1 Information on one of the qualifications is wrong

This option can be selected when the learning event appears in the PLR but the details are incorrect:

- **Step 2:** Choose the qualification that you are reporting by selecting the appropriate radio button in the '*Select*' column
- Select '*Next*' to proceed to step 3 of the process. **Note** that there may also a separate '*Next*' button for further pages of qualifications.
- **Step 3:** Details of the chosen qualification appear in a form allowing you to edit the fields, so that correct information can be entered, for that learning event. Changes should only be made if they do not match Awarding Organisation certificates. Enter the changes and then select '*Next*'.
- **Provide:** as much additional information as possible,
- **Step 4:** You must provide your name and contact details (valid email address and telephone number) in case we have any further questions. **Note** if you would like the enquiry to come back to another member of staff, their details can be entered in here.
- Select '*Finish*'.
- Once your enquiry has been successfully submitted, you will see an enquiry reference number; make a note of this number in case you need to contact the LRS Customer Help Desk.
- Select '*Continue*' to return to Report a Problem step 1.



Report a problem - Step 2 of 4

Select the qualification or unit that you'd like to report

Select	Subject	Level	Grade	Credits	Start date	Award date
<input type="radio"/>	Key Skills in Application of Number - level 2	Level 2		9	28/02/2009	14/05/2010
<input type="radio"/>	OCR Level 3 Advanced Subsidiary GCE in English Language	Level 3	A	9		01/07/2009
<input type="radio"/>	1st4sport Entry Level Award In Preparation for Event Volunteering (Entry 3) (OCF)	Entry Level		12	01/04/2009	02/02/2011
<input type="radio"/>	1st4sport Level 1 Award In Coaching Basketball (OCF)	Level 1		7	01/01/2011	02/02/2011
<input type="radio"/>	Contribute to the organisation and delivery of a Tag Rugby event for young people	Level 2		3		01/03/2011
<input type="radio"/>	Managing Sports Volunteers	Level 3		5		01/03/2011
<input type="radio"/>	Managing Your Role as a Sports Volunteer Manager	Level 3		3		27/02/2011
<input type="radio"/>	1st4sport Entry Level Award In Preparation for Event Volunteering (Entry 3) (OCF)	Entry Level		12	01/04/2009	28/02/2011
<input type="radio"/>	1st4sport Level 1 Award In Coaching Basketball (OCF)	Level 1		7	01/01/2011	01/02/2011
<input type="radio"/>	Managing Your Role as a Sports Volunteer Manager	Level 3		3		01/03/2011

Show 10 results 1 2 3 4 5 6 7 8 Next >>

Cancel Previous **Next**

Screenshot – Report a Learning Event problem – qualification wrong - step 2

### 3.9.2 A learning event does not belong to the learner

This option can be selected when the learning event does not belong to the learner:

- **Step 2:** Select the radio button from the “Select” column against the qualification that you are reporting
- Select ‘Next’. **Note** that there may also a separate ‘Next’ button for further pages of qualifications.
- **Step 3:** The record that is being challenged as not belonging to the learner is displayed. This gives the opportunity to check the details, cancel or go to the previous screen.
- Once the details have been verified, select the ‘Next’ button.
- **Provide:** as much additional information as possible,
- **Step 4:** You must provide your name and contact details (valid email address and telephone number) in case we have any further questions. **Note** if you would like the enquiry to come back to another member of staff, their details can be entered in here.
- Select ‘Finish’.
- Once your enquiry has been successfully submitted, you will see an enquiry reference number; make a note of this number in case you need to contact the



# Skills Funding Agency

LRS Customer Help Desk.

- Select 'Continue' to return to Report a Problem step 1.

Report a problem - Step 2 of 4

Select the qualification or unit that you'd like to report

Select	Subject	Level	Grade	Credits	Start date	Award date
<input type="radio"/>	Key Skills in Application of Number - level 2	Level 2		0	20/02/2008	14/05/2010
<input type="radio"/>	OCR Level 3 Advanced Subsidiary GCE in English Language	Level 3	A	0		01/07/2008
<input type="radio"/>	1st4sport Entry Level Award In Preparation for Event Volunteering (Entry 3) (GCF)	Entry Level		12	01/04/2008	02/02/2011
<input type="radio"/>	1st4sport Level 1 Award In Coaching Basketball (GCF)	Level 1		7	01/01/2011	02/02/2011
<input type="radio"/>	Contributes to the organisation and delivery of a Tag Rugby event for young people	Level 2		3		01/03/2011
<input type="radio"/>	Managing Sports Volunteers	Level 3		5		01/03/2011
<input type="radio"/>	Managing Your Role as a Sports Volunteer Manager	Level 3		3		27/02/2011
<input type="radio"/>	1st4sport Entry Level Award In Preparation for Event Volunteering (Entry 3) (GCF)	Entry Level		12	01/04/2008	26/02/2011
<input type="radio"/>	1st4sport Level 1 Award In Coaching Basketball (GCF)	Level 1		7	01/01/2011	01/02/2011
<input type="radio"/>	Managing Your Role as a Sports Volunteer Manager	Level 3		3		01/03/2011

Show: 10 results 1 2 3 4 5 6 7 8 Next >>

Cancel Previous Next

Screenshot – Report a Learning Event Problem – qualification not learners – step 2





### 3.9.3 A Duplicate learning event

This option can be selected if one or more qualifications is duplicated:

- **Step 2:** Select the two qualifications which you wish to report (two events need to be selected, in order to proceed to the next stage of the procedure).
- Select 'Next'.
- **Step 3:** The record that is being challenged as not belonging to the learner is displayed. This gives the opportunity to check the details, cancel or go to the previous screen.
- Once the details have been verified, select the 'Next' button.
- **Provide:** as much additional information as possible,
- **Step 4:** You must provide your name and contact details (valid email address and telephone number) in case we have any further questions. **Note** if you would like the enquiry to come back to another member of staff, their details can be entered in here.
- Select 'Finish'.
- Once your enquiry has been successfully submitted, you will see an enquiry reference number; make a note of this number in case you need to contact the LRS Customer Help Desk.
- Select 'Continue' to return to Report a Problem step 1.



## View personal learning record

### Report a problem - Step 2 of 3

Select the qualification(s) or unit(s) that you'd like to report.

Select	Subject	Level	Grade	Credits	Start date	Award date
<input type="checkbox"/>	Key Skills in Application of Number - level 2	Level 2		0	28/02/2009	14/05/2010
<input type="checkbox"/>	OCR Level 3 Advanced Subsidiary GCE in English Language	Level 3	A	0		01/07/2009
<input type="checkbox"/>	1st4sport Entry Level Award in Preparation for Event Volunteering (Entry 3) (QCF)	Entry Level		12	01/04/2009	02/02/2011
<input type="checkbox"/>	1st4sport Level 1 Award in Coaching Basketball (QCF)	Level 1		7	01/01/2011	02/02/2011
<input type="checkbox"/>	Contribute to the organisation and delivery of a Tag Rugby event for young people	Level 2		3		01/03/2011
<input type="checkbox"/>	Managing Sports Volunteers	Level 3		5		01/03/2011
<input type="checkbox"/>	Managing Your Role as a Sports Volunteer Manager	Level 3		3		27/02/2011
<input type="checkbox"/>	1st4sport Entry Level Award in Preparation for Event Volunteering (Entry 3) (QCF)	Entry Level		12	01/04/2009	28/02/2011
<input type="checkbox"/>	1st4sport Level 1 Award in Coaching Basketball (QCF)	Level 1		7	01/01/2011	01/02/2011
<input type="checkbox"/>	Managing Your Role as a Sports Volunteer Manager	Level 3		3		01/03/2011

Show 10 results 1 2 3 4 5 6 7 8 Next >>

Cancel

Previous

Next

### Screenshot – Report a Learning Event Problem – duplicate event – step 2

## 3.10 View data challenge history

A list of previously opened data challenges for a given learner can be viewed on the Organisation Portal.

- From the View learner profile screen, select the 'View enquiries' button.
- To view the details of any data challenge, click the 'View Details' hyperlink.
- If the data challenge has not been previously resolved or withdrawn, it can be withdrawn by clicking on the 'Withdraw enquiry' button.
- Select the 'Return to enquiry list' to go back to the first screen.

## 4. Find a QCF qualification

The Welcome screen, presents a form for the Find a QCF Qualification function, available to a Learner Registration Body (LRB) Online User and LRB View Only User. This feature allows you to browse QCF Qualifications and to select Units which will make up a qualification.

The Qualifications and Credit Framework is a way of recognising achievement through the award of credit for the achievement of units and qualifications. This function is designed to give quick and easy access to Qualifications within the QCF and to give users the opportunity to search and produce suitable combinations.



There are two versions of the Find a QCF Qualification:

- a search that links to a learner's achieved units available from the PLR and
- a generic search that does not use any information within a learner's PLR (generic anonymous refer to section 8.1.1)

The Find a QCF Qualification can be developed into Rules of Combination enquiries. The Rules of Combination refer to regulatory rules around how QCF qualifications must be designed. These rules, in combination with the design of the qualification, determine what credits a learner must achieve to be considered to award for a qualification.

#### 4.1 Find a QCF qualification – generic (anonymous)

This section takes you through the generic option and is suitable for a one on one discussion or for group sessions when carrying out careers advice.

- From the homepage on the LRS Organisation Portal complete the “Find a QCF Qualification” fields: The search allows you to enter key details to help find relevant qualifications.
- **Search fields:**
  - **Keyword;** performs an exact match on the word(s) provided and returns results with those words within the title of the qualification. If more than one word is entered, then these words must appear exactly in the order as entered on the screen.
  - **Level;** All qualifications have a level between Entry Level and level 8. The level is chosen from options within a drop down box.
  - **Size;** volume of learning. There are three types of qualification size:
    - Awards (1 to 12 credits)
    - Certificates (13 to 36 credits)
    - Diplomas (37 credits or more)
  - **Sector Subject Area (SSA)** – select a subject area from the drop down list. SSA are used to find qualifications within sectors which correspond to relevant subjects.
- Select Search.



**Screenshot – Find QCF qualification – quick search (on welcome page)**

If your search details find more than 100 records, the “More search options” screen is displayed to allow you to refine your search criteria. The “More search options” screen includes the same fields listed on the “Find a QCF Qualification” plus two additional fields:

- Reference Code – the reference code must be entered with the slashes and needs to match exactly with a code held by the Ofqual Register of Regulated Qualifications
- Offered In – the country codes regulated by Ofqual are listed and they are England, Wales and Northern Ireland. More than one can be selected using the appropriate check boxes.

To proceed you must select and/or supply information for one or more of the following fields; ‘Keyword’, ‘Reference Code’ or ‘Subject Sector Area’;

- Select Search.
- You will be presented with a results screen matching the criteria provided:
  - Results can be sorted by; column title.
  - For multiple pages of information you can select ‘View All’ from the ‘Show’ dropdown box to display all selections found Or choose a page number Or ‘Next’ to move to the following page.
  - Select; “Export” to generate a PDF report detailing the search results and search criteria. This may be viewed, downloaded or printed.
  - Each of the qualification titles appears as a hyperlink (see the next step for more information)



**Find a QCF qualification**

These are the courses that match your search.  
Click on the qualification you'd like to see in more detail

Reference	Qualification title	Level	Size	Total credits
501/0011/9	<a href="#">derived_Edexcel Limited_qualification_1</a>	QL2	Aea	0
501/0020/9	<a href="#">derived_Edexcel Limited_qualification_10</a>	QL1	Aea	0
501/0012/9	<a href="#">derived_Edexcel Limited_qualification_2</a>	QL3	Aea	0
501/0013/9	<a href="#">derived_Edexcel Limited_qualification_3</a>	QL4	Aea	0
501/0014/9	<a href="#">derived_Edexcel Limited_qualification_4</a>	QL5	Aea	0
501/0015/9	<a href="#">derived_Edexcel Limited_qualification_5</a>	QL6	Aea	0
501/0016/9	<a href="#">derived_Edexcel Limited_qualification_6</a>	QL7	Aea	0
501/0017/9	<a href="#">derived_Edexcel Limited_qualification_7</a>	QL8	Aea	0
501/0018/9	<a href="#">derived_Edexcel Limited_qualification_8</a>	QL9	Aea	0
501/0019/9	<a href="#">derived_Edexcel Limited_qualification_9</a>	QL10	Aea	0
500/6593/2	<a href="#">EDEXCEL BTEC Level 1 Certificate in Land- based Studies (QCF)</a>	1	Aea	13
500/9385/X	<a href="#">EDEXCEL BTEC Level 1 Certificate in Sustainability Skills</a>	1	Aea	13

Refine your search:

Keyword:

Reference code:

Size:

Sector subject area:

Offered in:  England  Northern Ireland  Wales

[More search options](#)

Show 10 results 1 2 Next >>

## Screenshot – Find a QCF qualification – successful search

- Select a qualification (hyperlink) and this link will open a further screen with details about the qualification.
- This screen is split into two sections;
  - 'About this Qualification'; name of the owning organisation, Level, Sector Subject Area, Grading Structure, Total Credits, Minimum Credits at Level and Minimum Guided Learning Hours. This information can be hidden by selecting the toggle, '-', and expanded by selecting '+'.
    - Structure of the qualification; Grouping of Units.

## 4.2 Grouping of Units

This section provides more information about the "Grouping of Units" and its purpose.

- Each Group can have minimum credit, maximum credit, minimum components and maximum components. The minimum credits and minimum components for each group are displayed on the screen. The maximum constraints (limits to overachievement) are also used when calculating the



levels of credit.

- You have the choice to either open up a single group or all the displayed groups. Selecting '+', shown alongside a group will open display all the details of that group, whereas selecting '*Expand all*' will expand all groups within the qualification.
- The Total Credit and Credit at Level that must be met are shown in the header line and are the aggregate of the various credits that are selected using the check boxes, displayed between the level and the amount of credit for that unit.
- The 'Minimum Credit at Level' must also be achieved – credits for units may be awarded at different levels. This value is the amount of the total credit that must be at this level of the qualification or above. (At a minimum this will be 51% of the total credit but may be more).

Select the units and click calculate until a tick appears. This means you have selected the right amount of units and groups to reach, at least, the minimum credits/groups required. [Need more help?](#)

[Default to view](#) [Expand all](#) [The calculation is not working as expected](#) [Calculate](#)

Qualification credits	Minimum credits at Level 4: 0 / 0 ✓	Total credits: 0 / 4
- Group (Health Emergency Planning) Min units: 0 / 2 Min credits: 0 / 4		
J/502/7588 (Collaborative working in Emergency Planning)	Level 4 <input checked="" type="checkbox"/> 2	Required
L/502/7589 (Introduction to Integrated Emergency Management)	Level 4 <input checked="" type="checkbox"/> 2	Required
Qualification credits	Minimum credits at Level 4: 0 / 0 ✓	Total credits: 0 / 4

[Default to view](#) [Expand all](#) [Back to top](#) [The calculation is not working as expected](#) [Calculate](#)

[Export To PDF](#)

[Download Adobe Acrobat Reader to view your report](#)

Screenshot 102 – Find a QCF qualification - calculate

### 4.3 Grouping of Units - Process

- Select 'Default to *View*' will return the display to the default view and has the opposite effect of '*Expand All*';
  - Some qualifications can have many group and units. For qualifications that may be displayed over several screens, the 'back to top' option can be selected to return to the first screen.
  - Selecting Export to PDF will export the results to a PDF file that will reflect the state of the screen as it was when it was last calculated. Screen changes after the last calculation are not reflected in the report.
  - More information about the units displayed can be found on the Register of Regulated Qualifications site (Ofqual record); by selecting the '*Unit Code*' (hyperlink) you will be directed to the Ofqual record.



- Select the relevant unit check box. Some of the units are mandatory to achieve the qualification while others are optional.
- Once you have selected your options, select 'Calculate' (known as **Rules of Combination**, see section 8.1.3 for more information). The calculate button will recompute the credits at the various points in the structure of the qualification. You can go back into the group structure to select more options.

- About this qualification:

---

Owning organisation: Royal Society for Public Health

Level:	Level 4	Sector subject area:	1.3 Health and Social Care	Grading structure:	Pass
Total credits:	4	Minimum credits at level:	0	Minimum guided learning hours:	28

Select the units and click calculate until a tick appears. This means you have selected the right amount of units and groups to reach, at least, the minimum credits/groups required. [Need more help?](#)

[Default to view](#) [Expand all](#)

[The calculation is not working as expected](#)

Calculate

Qualification credits	Minimum credits at Level 4: 4 / 0 ✓	Total credits: 4 / 4 ✓	✓
+ Group (Health Emergency Planning)	Min units: 2 / 2 ✓	Min credits: 4 / 4 ✓	✓
Qualification credits	Minimum credits at Level 4: 4 / 0 ✓	Total credits: 4 / 4 ✓	✓

[Default to view](#) [Expand all](#) [Back to top](#)

[The calculation is not working as expected](#)

Calculate

Export To PDF

[Download Adobe Acrobat Reader to view your report](#)

## Screenshot – Find a QCF qualification – successful outcome

### 4.4 Rules of Combination

- The Rules of Combination is a calculation process to ensure that all combinations are evaluated, especially where the learner has over achieved by having more credits than are required. When this happens the calculation has to choose which of the learners credits best meets the constraints of the group / qualification. Occasionally it may indicate that the qualifications criteria have not been met when in fact there is a successful outcome.
- The calculation can **never** indicate that the constraints have been met when they have not.
- There is a hyperlink to access more help by choosing 'The calculation is not



*working as expected*’.

- The option ‘*Back to List*’ will return you to the list of selected qualifications.

#### 4.5 Find a QCF qualification – including learner’s completed QCF Units

- This is the “Find a QCF Qualification” for users with access to the PLR and displaying details of learners who have agreed to share their PLR. Entry to this option is available from within the PLR by selecting the ‘*Find a QCF Qualification*’ hyperlink:
  - The learner’s details are displayed on screen.
  - The process is very similar to the generic version, but this time any of the qualifications can be selected and used within the search, for a suitable qualification(s). The search will only select qualifications that include ‘*checked*’ unit or qualification and the entered values in Keyword, Reference Code, Level, Size, Sector Subject Area and Country (Offered in)
  - As per the generic version you may Export to PDF, which will generate a PDF report detailing the search results and search criteria. This may be viewed, downloaded or printed. The PDF report will be compatible with the PDF file format (Adobe Acrobat Reader v5.0 and above)

Add in a keyword or to search for any subject, leave the keyword field blank.

Keyword:

Reference code:

Level:

Size:

Sector subject area:

Offered in:

- England
- Northern Ireland
- Wales

Only return qualifications that contain these units:

- Contribute to the organisation and delivery of a Tag Rugby event for young people
- Managing Sports Volunteers
- Managing Your Role as a Sports Volunteer Manager
- Conclude and review Physical Education and School Sport activities
- Read predictable Mandarin Chinese text in familiar work situations
- Advanced mathematics and science
- Metal Door And Frame Systems In Fire Resistant Glazing
- Mental health problems and the main interventions and approaches that are used with older people
- Introduction to Construction Work: Entry 3
- Introduction to Retail: Level 1
- Assessment, care and support planning and risk management to promote the wellbeing and mental health of older people
- Speaking Confidently at Work
- Working in Business Administration
- How to Assemble Equipment to Aid Nuclear Decommissioning
- Housing Policy and Affordable Housing

**Screenshot – Find a QCF qualification – search using learner units**





## Example

In this example below, we have entered the word search 'Teach' as a keyword and selected the unit 'Preparing to Teach in the Lifelong Learning Sector'. Several qualifications are found:

- The search has only returned qualifications (in this case 1 qualification) that contain the selected units; Mental health problems and the main interventions and approaches that are used with older people and Assessment, care and support planning and risk management to promote the wellbeing and mental health of older people from the learner's PLR and the word 'Teach' within the title.

These are the courses that match your search:  
Click on the qualification you'd like to see in more detail.

Reference ▼	Qualification title ▼	Level ▼	Size ▼	Total credits ▼
500/3982/9	<a href="#">City &amp; Guilds Level 3 Certificate In Promoting the Mental Health and Well-being of Older People (QCF)</a>	Level 3	Certificate	26

[Export To PDF](#)

[Download Adobe Acrobat Reader to view your report](#)

Refine your search:

Keyword:

Reference code:

Size:

Sector subject area:

Offered in:

England

Northern Ireland

Wales

[More search options](#) [Search again](#)

### Screenshot – Find a QCF qualification – results of learner unit search

- Select a qualification title (hyperlink) and this link will open a further screen with details about the qualification. This screen is split into two sections;
  - 'About this Qualification'; name of the owning organisation, Level, Sector Subject Area, Grading Structure, Total Credits, Minimum Credits at Level and Minimum Guided Learning Hours. This information can be hidden by selecting the toggle, '-', and expanded by selecting '+'.
    - Structure of the qualification; Grouping of Units (refer to section 8.1.2 for more information)



500/3982/9 (City & Guilds Level 3 Certificate in Promoting the Mental Health and Well-being of Older People (QCF))

[< Back to list](#)

- About this qualification:

Owning organisation: City and Guilds of London Institute

Level:	Level 3	Sector subject area:	1.3 Health and Social Care	Grading structure:	Pass
Total credits:	26	Minimum credits at level:	26	Minimum guided learning hours:	180

Select the units and click calculate until a tick appears. This means you have selected the right amount of units and groups to reach, at least, the minimum credits/groups required. [Need more help?](#)

[Default to view](#) [Expand all](#)

[The calculation is not working as expected](#)

[Calculate](#)

Qualification credits	Minimum credits at Level 3: 0 / 26	Total credits: 0 / 26
- Group <b>CGM 0 (CompoundGroup Mandatory 0)</b> Min credits: 0 / 26		
+ Group <b>A (Mandatory)</b> Min credits: 3 / 19		
+ Group <b>B (Optional)</b> Min credits: 4 / 7		
Qualification credits	Minimum credits at Level 3: 0 / 26	Total credits: 0 / 26

[Default to view](#) [Expand all](#) [Back to top](#)

[The calculation is not working as expected](#)

[Calculate](#)

[Export To PDF](#)

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## Screenshot – Find a QCF qualification – learner credits

### Note: Group A

- (Mandatory Units) the Minimum Credits achieved are initially totalling 3 out of 19. (This is a reflection of the credits for one of the units that the learner has already achieved). The same applies to Group B.
- The Qualification Credits line does not include credits until a whole group is achieved.
- You have the option to expand each group, one at a time, or to 'Expand all'. *Expand all* reveals units as in the screen shown below.



500/3982/9 (City & Guilds Level 3 Certificate in Promoting the Mental Health and Well-being of Older People (QCF))

[< Back to list](#)

- About this qualification:

Owning organisation: City and Guilds of London Institute

Level:	Level 3	Sector subject area:	1.3 Health and Social Care	Grading structure:	Pass
Total credits:	26	Minimum credits at level:	26	Minimum guided learning hours:	180

Select the units and click calculate until a tick appears. This means you have selected the right amount of units and groups to reach, at least, the minimum credits/groups required. [Need more help?](#)

[Default to view](#) [Expand all](#)

[The calculation is not working as expected](#)

[Calculate](#)

Qualification credits	Minimum credits at Level 3: 0 / 26	Total credits: 0 / 26
- Group <b>CGM 0 (CompoundGroup Mandatory 0)</b> Min credits: 0 / 26		
- Group <b>A (Mandatory)</b> Min credits: 3 / 19		
<a href="#">T/501/5971</a> (The principles and values that underpin the promotion of wellbeing and mental health with older people)	Level 3	<input type="checkbox"/> 3 Required
<a href="#">A/501/5972</a> (Wellbeing, mental health and older people)	Level 3	<input type="checkbox"/> 3 Required
<a href="#">R/501/5976</a> (Mental health problems and the main interventions and approaches that are used with older people)	Level 3	<input checked="" type="checkbox"/> 3 Achieved
<a href="#">J/501/5974</a> (Promoting wellbeing and mental health with older people)	Level 3	<input type="checkbox"/> 3 Required
<a href="#">F/501/5987</a> (The legal, policy and service framework in relation to promoting wellbeing and mental health with older people)	Level 3	<input type="checkbox"/> 4 Required
<a href="#">J/501/5988</a> (Communication and relationships to promote the wellbeing and mental health of older people)	Level 3	<input type="checkbox"/> 3 Required
- Group <b>B (Optional)</b> Min credits: 4 / 7		
<a href="#">R/501/5993</a> (Assessment, care and support planning and risk management to promote the wellbeing and mental health of older people)	Level 3	<input checked="" type="checkbox"/> 4 Achieved
<a href="#">L/501/5992</a> (Supporting older people with depression and anxiety)	Level 3	<input type="checkbox"/> 4 Optional
<a href="#">L/501/5989</a> (Working with carers, families and significant others to promote the wellbeing and mental health of older people)	Level 3	<input type="checkbox"/> 4 Optional
<a href="#">F/501/5990</a> (Supporting participation in meaningful activity and engagement with life to promote the wellbeing and mental health of older people)	Level 3	<input type="checkbox"/> 3 Optional
<a href="#">J/501/5991</a> (Supporting older people with dementia)	Level 3	<input type="checkbox"/> 4 Optional
Qualification credits	Minimum credits at Level 3: 0 / 26	Total credits: 0 / 26

[Default to view](#) [Expand all](#) [Back to top](#)

[The calculation is not working as expected](#)

[Calculate](#)

[Export To PDF](#)

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**Screenshot 3– Find a QCF qualification – Learner’s achievements**

- **Note** again, how the Unit that was selected from the record is shown as achieved and the check box is already ‘greyed out’ and selected.

<a href="#">R/501/5976</a> (Mental health problems and the main interventions and approaches that are used with older people)	Level 3	<input checked="" type="checkbox"/> 3	Achieved
---	---------	---------------------------------------	----------

**Screenshot – Find a QCF qualification – Learner achieved unit**

- All the other units are available for selection, whether optional or required.
- From the expanded screen, we check appropriate units to select, carefully analysing the totals required, for credits and level (if needed) for each group. After choosing the options, the ‘*Calculate*’ button is selected.

500/3982/9 (City & Guilds Level 3 Certificate in Promoting the Mental Health and Well-being of Older People (QCF))

[< Back to list](#)

- About this qualification:

---

Owning organisation: City and Guilds of London Institute

Level:	Level 3	Sector subject area:	1.3 Health and Social Care	Grading structure:	Pass
Total credits:	26	Minimum credits at level:	26	Minimum guided learning hours:	180

Select the units and click calculate until a tick appears. This means you have selected the right amount of units and groups to reach, at least, the minimum credits/groups required. [Need more help?](#)

[Default to view](#)   [Expand all](#)   [The calculation is not working as expected](#)   [Calculate](#)

Qualification credits	Minimum credits at Level 3: 26 / 26 ✓	Total credits: 26 / 26 ✓	✓
- Group <b>CGM 0 (CompoundGroup Mandatory 0)</b> ✓			
Min credits: 26 / 26 ✓			
+ Group <b>A (Mandatory)</b> ✓			
Min credits: 19 / 19 ✓			
+ Group <b>B (Optional)</b> ✓			
Min credits: 7 / 7 ✓			
Qualification credits	Minimum credits at Level 3: 26 / 26 ✓	Total credits: 26 / 26 ✓	✓

[Default to view](#)   [Expand all](#)   [Back to top](#)   [The calculation is not working as expected](#)   [Calculate](#)

[Export To PDF](#)

[Download Adobe Acrobat Reader to view your report](#)

**Screenshot – Find a QCF qualification – learner – successful outcome**

- The above shows a successful outcome for the Rules of Combination,



displaying in green and 'ticks' at the Total Credits and Minimum Credits at Level on the Qualification Credits line plus showing similar successes for each Group included in the calculation.

- This completes a Find a QCF Qualification and Rules of Combination for a learner.

## Appendix A – Types of user in the LRS

In order to protect the LRS and the information on learners, it is your responsibility to make sure users only have the level of access necessary to perform their job. To help identify this level, the LRS provides a number of roles which you can assign to a user; the roles can be 'mixed and matched' according to the level of accessed required. The User roles are:

User Role	Description
<b>LRB Super User</b>	This is the highest level organisation-specific role that you can be given. As a Super User you are responsible for managing all users within your registered organisation.
<b>LRB Batch User</b>	This is a basic role, allowing the user to submit and view the results and progress of batch jobs.
<b>LRB Online User</b>	This is a basic role allowing the user to find, update learner records and register learners. The functionality to 'Find a QCF Qualification' (anonymously) is provided as part of this role.
<b>LRB View Only User</b>	This is the lowest level of access, allowing the user to find learner records and 'Find a QCF Qualification' (anonymously), but <b>not</b> register learners or update learner records.
<b>Learner Record</b>	This role allows the user to view and print the Personal Learning Record (PLR) for any ULN. PLR Users can access a learner's PLR once a 'Find Learner search' has been performed, and can use the 'Find a QCF Qualification' facility using units from the PLR.
<b>Learner Plan User/ Learner Plan View Only</b>	There are two additional roles which have been defined to give access to Learner Plan functionality: Learner Plan and Learner Plan View Only. <b>These roles are only available to organisations delivering learning to offender learners who have been approved by OLASS.</b>
<b>VLD Learning Provider</b>	The (Verify Learner Details) role allows users to verify learners using Learner Verification. <b>This role is only available to providers funded by the Skills Funding Agency.</b> If you would like more information, please contact the Data Service.



Please note: you can only select the user types that you have been granted access to when your organisation was set up as an LRB. For instructions on how to create users, please see [Section 2.4](#).

## Appendix B – Tips for searching

It is important to [search thoroughly for a ULN](#) for your learner before creating one. The LRS is large and continues to grow, so your learner is very likely be one of these. Below is a summary of things to think about when searching for learners:

### Name

- **Swap previous name** - try searching using the person's previous family name.
- **Swap Given Name and Family Name** - use their middle name as their Given Name.
- **Prefix/Suffix** - try searching for the person with and without a prefix/suffix on their Family Name or use alternative forms of prefix/suffix, for example, McDonald/MacDonald).
- **Preferred name** - Try searching using their preferred or nickname as the Given Name.
- **Spelling** - Check appropriate spelling of the person's name and consider using phonetic spelling, for example, Czaja as Chiah.
- **Recording** – when you are updating a Family Name copy the previous Family Name into the relevant field.
- **Double barrelled name** - Try including and excluding a hyphen if a double barrelled name.

### Date of birth

- **Swap month and day** around (if less than or equal to 12) or try using the first of the month. (01-MM-YYYY).
- When the learner's Date of Birth is not known, as a last resort a DOB is used that they will remember, for example, 1/1/ <choose a year closest to their age>.

### Contact information

- Try searching using a previous postcode for the person (or their parent's postcode).
- Try searching using the default postcode ZZ99 9ZZ.
- If you collect the previous postcode for learners you could try uploading a batch file with the previous postcode. Once you have obtained the ULN please update the ULN with the correct postcode.
- If in doubt, use Address matching tools (such as <http://postcode.royalmail.com>) to produce a full address.



## Appendix C – Tips for updating a learner’s details

Below is a one page summary when updating learners:

1. If you have ULNs for learners, the demographics can be updated using Batch Processing. One mandatory field can be updated per file.
2. Prohibited text is not allowed, for example, prisoner. Should the learner’s name include prohibited text, please contact the LRS Customer Help Desk. If prohibited a postcode, for example, a prison postcode, please use the learner’s last address or the default postcode ZZ99 9ZZ. View a [list of published prohibited text](#).
3. Ensure that the learner’s details are updated regularly by submitting batches of current learners prior to exam entry.

### **Contact information**

4. Always complete the address lines with correct and valid postcode.
5. If in doubt, use Address matching tools (such as <http://postcode.royalmail.com>) to produce a full address.
6. Include the email address of the learner - but don’t use the word ‘none’.
7. If you collect the previous postcode for learners you could try uploading a batch file with the previous postcode. Once you have obtained the ULN, please update the Organisation Portal with the correct postcode.

### **Names**

8. Always use the learner’s legal name and not nicknames as these can be recorded in ‘*Preferred Given Name*’.
9. Include the learner’s ‘*Previous Family Name*’ if known because this can improve search results.
10. Add middle names to ‘*Middle Other Name*’ using a space between each.
11. When updating a Family Name, copy the previous Family Name into ‘*Previous Family Name*’.

### **Date of birth**

12. When the learner’s Date of Birth is not known, as a last resort use a DoB that they will remember, for example, 1/1/ <choose a year closest to their age>.

### **School age**

13. If updating the School at Age 16, enter the proper school name but do not include the word ‘School’ or ‘College’.

### **Place of birth**

14. If you have this information, please include it in ‘*Place of Birth*’. This should be the city/town as recorded on their birth certificate.



## Appendix D Create/update learner fields

Field	Entry type	Format/drop down choice
Title	Free Text	
Given Name	Free Text	
Preferred Given Name	Free Text	
Middle Other Name	Free Text	
Family Name	Free Text	
Previous Family Name	Free Text	
Family Name at 16	Free Text	
Gender	Drop down	Female Male Not Known Not Specified
Date of Birth	Date field:	Drop down
Place of Birth	Free Text	
Nationality	Drop down	Please see Appendix B
Last Known Address 1	Free Text	
Last Known Address 2	Free Text	
Last Known Town	Free Text	
Last Known County/City	Free Text	
Last Known Postcode	Free Text	
Date of Address Capture	Date field	Drop down
Email Address	Free Text	
Verification Type	Drop down	Bank/Credit/Debit Card Certificate of Entitlement to Funding Driving Licence ID Card or other form of National ID National Insurance Card None provided Other Passport Relationship with School
Other Verification Description	Free Text	
School at Age 16	Free Text	
Scottish Candidate Number	Free Text	





Ability to Share	Drop down	FPN not seen FPN Seen and able to share data FPN Seen and unable to share data
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## Appendix E – Verification Type and Ability to Share

Field	Format/drop down choice
Verification Type	<ul style="list-style-type: none"> <li>• None provided</li> <li>• Relationship with school – should be used by schools</li> <li>• Bank/Credit/Debit Card</li> <li>• Certificate of Entitlement to Funding</li> <li>• Driving Licence</li> <li>• ID Card or other form of National ID</li> <li>• National Insurance Card</li> <li>• Other – if selected the Other Verification Description field needs to be completed</li> <li>• Passport</li> </ul>
Ability to Share	<ul style="list-style-type: none"> <li>• FPN not seen</li> <li>• FPN Seen and able to share</li> <li>• FPN Seen and unable to share</li> </ul>

### Verification Type

The facility for recording verification is provided by two fields: 'Verification Type' and 'Other Verification Description'. The 'Verification Type' field is a controlled list whilst the 'Other Verification Description' is a free text entry field and is only used in value 'Other' is selected in Verification Type).

The verification type value 'relationship with school' should be used by pre-16 schools, where the identity checking processes typically involves verifying the identity of the learner with the parents or guardians.

### Other Verification Description

Where the 'Other' value is assigned to the 'Verification Type' field, the verification document must be issued by a trusted third party. Any documentation that does not conform to the standard verification types or 'other' trusted documentation should result in the learner being registered with the verification type value 'none'.



Examples of trusted document types are:

- Photographic security pass for current place of employment
- Armed Forces service ID
- Re-enrolment of known student (record as 'returning student')
- Exam Certificates

## Appendix F – Nationality codes (for learner detail fields)

Codes	Country
00 000 000	Not known
AF AFG 004	Afghanistan
AX ALA 248	Aland Islands
AL ALB 008	Albania
DZ DZA 012	Algeria
AS ASM 016	American Samoa
AD AND 020	Andorra
AO AGO 024	Angola
AI AIA 660	Anguilla
AQ ATA 010	Antarctica
AG ATG 028	Antigua and Barbuda
AR ARG 032	Argentina
AM ARM 051	Armenia
AW ABW 533	Aruba
AU AUS 036	Australia
AT AUT 040	Austria
AZ AZE 031	Azerbaijan
BS BHS 044	Bahamas
BH BHR 048	Bahrain
BD BGD 050	Bangladesh
BB BRB 052	Barbados
BY BLR 112	Belarus
BE BEL 056	Belgium
BZ BLZ 084	Belize
BJ BEN 204	Benin
BM BMU 060	Bermuda
BT BTN 064	Bhutan
BO BOL 068	Bolivia
BA BIH 070	Bosnia and Herzegovina
BW BWA 072	Botswana



Codes	Country
BV BVT 074	Bouvet Island
BR BRA 076	Brazil
BQ ATB ???	British Antarctic Territory
IO IOT 092	British Indian Ocean Territory
BN BRN 096	Brunei
BG BGR 100	Bulgaria
BF BFA 854	Burkina Faso
BU BUR 104	Burma
BI BDI 108	Burundi
BY BYS 112	Byelorussian SSR
KH KHM 116	Cambodia
CM CMR 120	Cameroon
CA CAN 124	Canada
CT CTE 128	Canton and Enderbury Islands
CV CPV 132	Cape Verde
KY CYM 136	Cayman Islands
CF CAF 140	Central African Republic
TD TCD 148	Chad
CL CHL 152	Chile
CN CHN 156	China
CX CXR 162	Christmas Island
CC CCK 166	Cocos (Keeling) Islands
CO COL 170	Colombia
KM COM 174	Comoros
CG COG 178	Congo
CD COD 180	Congo, Democratic Republic
CK COK 184	Cook Islands
CR CRI 188	Costa Rica
HR HRV 191	Croatia
CU CUB 192	Cuba
CY CYP 196	Cyprus
CZ CZE 203	Czech Republic
CS CSK 200	Czechoslovakia
DY DHY 204	Dahomey
YD YMD 720	Democratic Yemen
DK DNK 208	Denmark
DJ DJI 262	Djibouti
DM DMA 212	Dominica
DO DOM 214	Dominican Republic
NQ ATN 216	Dronning Maud Land
TP TMP 626	East Timor
EC ECU 218	Ecuador
EG EGY 818	Egypt



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Codes	Country
SV SLV 222	El Salvador
GQ GNQ 226	Equatorial Guinea
ER ERI 232	Eritrea
EE EST 233	Estonia
ET ETH 231	Ethiopia
ET ETH 230	Ethiopia
FK FLK 238	Falkland Islands
FO FRO 234	Faroe Islands
DE DEU 280	Federal Republic of Germany
FJ FJI 242	Fiji
FI FIN 246	Finland
FI FIN 246	Finland
FR FRA 250	France
GF GUF 254	French Guiana
PF PYF 258	French Polynesia
TF ATF 260	French Southern Territories
AI AFI 262	French Territory of Afars and Issas
GA GAB 266	Gabon
GM GMB 270	Gambia, The
GE GEO 268	Georgia
DD DDR 278	German Democratic Republic
DE DEU 276	Germany
GH GHA 288	Ghana
GI GIB 292	Gibraltar
GE GEL ???	Gilbert and Ellice Islands
GE GEL 296	Gilbert Islands
GR GRC 300	Greece
GL GRL 304	Greenland
GD GRD 308	Grenada
GP GLP 312	Guadeloupe
GU GUM 316	Guam
GT GTM 320	Guatemala
GG GGY 831	Guernsey
GN GIN 324	Guinea
GW GNB 624	Guinea-Bissau
GY GUY 328	Guyana
HT HTI 332	Haiti
HM HMD 334	Heard Island and McDonald Islands
VA VAT 336	Holy See
HN HND 340	Honduras
HK HKG 344	Hong Kong
HU HUN 348	Hungary
IS ISL 352	Iceland



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Codes	Country
IN IND 356	India
ID IDN 360	Indonesia
IR IRN 364	Iran
IQ IRQ 368	Iraq
IE IRL 372	Ireland
IM IMN 833	Isle of Man
IL ISR 376	Israel
IT ITA 380	Italy
CI CIV 384	Ivory Coast
JM JAM 388	Jamaica
JP JPN 392	Japan
JE JEY 832	Jersey
JT JTN 396	Johnston Atoll
JO JOR 400	Jordan
KH KHM 116	Kampuchea
KZ KAZ 398	Kazakhstan
KE KEN 404	Kenya
KI KIR 296	Kiribati
KP PRK 408	Korea, North
KR KOR 410	Korea, South
KW KWT 414	Kuwait
KG KGZ 417	Kyrgyzstan
LA LAO 418	Laos
LV LVA 428	Latvia
LB LBN 422	Lebanon
LS LSO 426	Lesotho
LR LBR 430	Liberia
LY LBY 434	Libya
LI LIE 438	Liechtenstein
LT LTU 440	Lithuania
LU LUX 442	Luxembourg
MO MAC 446	Macao
MK MKD 807	Macedonia
MG MDG 450	Madagascar
MW MWI 454	Malawi
MY MYS 458	Malaysia
MV MDV 462	Maldives
ML MLI 466	Mali
MT MLT 470	Malta
MH MHL 584	Marshall Islands
MQ MTQ 474	Martinique
MR MRT 478	Mauritania
MU MUS 480	Mauritius



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Codes	Country
YT MYT 175	Mayotte
MX MEX 484	Mexico
FM FSM 583	Micronesia
MI MID 488	Midway Islands
MD MDA 498	Moldova
MC MCO 492	Monaco
MN MNG 496	Mongolia
ME MNE 499	Montenegro
MS MSR 500	Montserrat
MA MAR 504	Morocco
MZ MOZ 508	Mozambique
MM MMR 104	Myanmar
NA NAM 516	Namibia
NR NRU 520	Nauru
NP NPL 524	Nepal
NL NLD 528	Netherlands
AN ANT 530	Netherlands Antilles
AN ANT 532	Netherlands Antilles
NC NCL 540	New Caledonia
NH NHB 548	New Hebrides
NZ NZL 554	New Zealand
NI NIC 558	Nicaragua
NE NER 562	Niger
NG NGA 566	Nigeria
NU NIU 570	Niue
NF NFK 574	Norfolk Island
MP MNP 580	Northern Mariana Islands
NO NOR 578	Norway
OM OMN 512	Oman
PK PAK 586	Pakistan
PW PLW 585	Palau
PS PSE 275	Palestine
PA PAN 591	Panama
PZ PCZ ???	Panama Canal Zone
PG PNG 598	Papua New Guinea
PY PRY 600	Paraguay
PE PER 604	Peru
PH PHL 608	Philippines
PN PCN 612	Pitcairn
PL POL 616	Poland
PT PRT 620	Portugal
PR PRI 630	Puerto Rico
QA QAT 634	Qatar



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Codes	Country
RE REU 638	Reunion
RO ROU 642	Romania
RU RUS 643	Russia
RW RWA 646	Rwanda
SH SHN 654	Saint Helena
KN KNA 659	Saint Kitts and Nevis
KN KNA 658	Saint Kitts-Nevis-Anguilla
LC LCA 662	Saint Lucia
PM SPM 666	Saint Pierre and Miquelon
VC VCT 670	Saint Vincent and the Grenadines
WS WSM 882	Samoa
SM SMR 674	San Marino
ST STP 678	Sao Tome and Principe
SA SAU 682	Saudi Arabia
SN SEN 686	Senegal
RS SRB 688	Serbia
CS SCG 891	Serbia and Montenegro
SC SYC 690	Seychelles
SL SLE 694	Sierra Leone
SK SKM ???	Sikkim
SG SGP 702	Singapore
SK SVK 703	Slovakia
SI SVN 705	Slovenia
SB SLB 090	Solomon Islands
SO SOM 706	Somalia
ZA ZAF 710	South Africa
GS SGS 239	South Georgia
VD VDR ???	South Vietnam
RH RHO '716	Southern Rhodesia
ES ESP 724	Spain
EH ESH 732	Spanish Sahara
LK LKA 144	Sri Lanka
SD SDN 736	Sudan
SR SUR 740	Suriname
SJ SJM 744	Svalbard and Jan Mayen
SZ SWZ 748	Swaziland
SE SWE 752	Sweden
CH CHE 756	Switzerland
SY SYR 760	Syria
TW TWN 158	Taiwan
TJ TJK 762	Tajikistan
TZ TZA 834	Tanzania
TH THA 764	Thailand



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Codes	Country
TL TLS 626	Timor-Leste
TG TGO 768	Togo
TK TKL 772	Tokelau
TO TON 776	Tonga
TT TTO 780	Trinidad and Tobago
PC PCI 582	Trust Territory of the Pacific Islands
TN TUN 788	Tunisia
TR TUR 792	Turkey
TM TKM 795	Turkmenistan
TC TCA 796	Turks and Caicos Islands
TV TUV 798	Tuvalu
UG UGA 800	Uganda
UA UKR 804	Ukraine
UA UKR 804	Ukrainian SSR
SU SUN 810	Union of Soviet Socialist Republics
AE ARE 784	United Arab Emirates
GB GBR 826	United Kingdom
US USA 840	United States
UM UMI 581	United States Minor Outlying Islands
PU PUS 849	United States Miscellaneous Pacific Islands
HV HVO 854	Upper Volta
UY URY 858	Uruguay
UZ UZB 860	Uzbekistan
VU VUT 548	Vanuatu
VA VAT 336	Vatican City State
VE VEN 862	Venezuela
VN VNM 704	Vietnam
VG VGB 092	Virgin Islands, British
VI VIR 850	Virgin Islands, U.S.
WK WAK 872	Wake Island
WF WLF 876	Wallis and Futuna
EH ESH 732	Western Sahara
YE YEM 887	Yemen
YE YEM 886	Yemen
YU YUG 891	Yugoslavia
ZR ZAR 180	Zaire
ZM ZMB 894	Zambia
ZW ZWE 716	Zimbabwe





## Appendix G – Return codes RC001-RC011

RC001 to RC005 are not classed as exceptions', although some action from you may be needed

Code	Description	Information or Exception	Learner supplied	
			with ULN	without ULN
RC001	Linked Master ULN returned	Information	✓	✓
RC002	ULN Confirmed and Updated	Information	✓	
RC003	ULN Confirmed	Information	✓	✓
RC004	No Match - New ULN Created Note: newly created ULN is returned in the ULN data column	Information		✓
RC005	No Match - No ULN Created*	Information		✓

RC006 to RC011 return codes all represent 'exceptions' which you need to address:

Return Codes and Description	Explanation and possible resolution	Action Required
<b>RC006</b> <b>Insufficient Data to Create a ULN</b>	Failed to create a ULN one or more of the mandatory fields have not been supplied particularly Verification Type and/or Ability to Share not supplied.	Check CTF file; mandatory details populated; First and Family Name, Gender, Date of Birth, Postcode Or "Verification Type" and/or "Ability to Share" fields have been populated  You need to re-submit your CTF file
<b>RC007</b> <b>Possible Match</b>	Failed to find/create a ULN – the LRS found up to 10 possible matches for the learner.	Refer to section 5.3
<b>RC008</b> <b>Too Many Matches</b>	Failed to find/create a ULN - the LRS found more than 10 possible matches.	Try refining your search – do you have any other details you can use i.e



		previous family name, preferred name
<b>RC009</b> <b>No ULN Match</b>	The ULN supplied in your CTF file has not been recognised.	Check that the ULN you entered has 10 digits and that the Given Name, Family Name, Date of Birth, Gender and Postcode match this ULN.
<b>RC010</b> <b>Null values</b>	One or more of the mandatory fields is blank apart from Given Name or Family Name.	Check the mandatory fields.
<b>RC011</b> <b>Incorrect format</b>	<p>The learner record submitted in the CTF file contains data which does not meet LRS formats. This could be:</p> <ol style="list-style-type: none"><li>1. Either the Family Name and/or Given Name are incomplete or contain an invalid name.</li><li>2. Prohibited text or postcode has been entered into any of the fields.</li><li>3. ULN already exists and file is attempting to update Verification Type being updated to 999 = Other and Verification Description field is blank.</li><li>4. Date of birth value means learner is less than 11 years old or more than 110 years old.</li><li>5. ULN already exists and Ability to Share is being set back to FPN Not Seen or when learner has previously set this field themselves (set their preference).</li><li>6. There is a double space in the Postcode field.</li></ol>	

## Appendix H - Glossary

<b>Abbreviation Term</b>	<b>/</b>	<b>Explanation</b>
AO		Awarding Organisation
CRB Check		Criminal Records Bureau Check
CSV / XML		File formats – Comma Separated Values or Extensible Markup Language
Family Name		The surname or family name of the learner



FPN	Fair Processing Notice – summary of way data may be shared
Given Name	The forename or the name that the learner is usually known by
ICO	Information Commissioners Office
ILR	Individualised Learner Record
LAD	Learning Aims Database
LR	Learner Register
LRB/s	Learner Registration Body/bodies
LRS	Learning Records Service (previously MIAP)
MIAP	Managing Information Across Partners
MIS	Management Information System
NPD	National Pupil Database
NQF	National Qualifications Framework
Ofqual	Office of Qualifications and Examinations Regulation
PLR	Personal Learning Record
QCF	Qualification and Credit Framework
RoC	Rules of Combination
RtA	Routes to Achievement
Super User	Responsible for Managing Users in an Organisation
UKPRN	UK Provider Reference Number
UKRLP	UK Register of Learning Providers
ULN	Unique Learner Number