



Education & Skills
Funding Agency

Learning Records Service Service Charter

Introduction

This document is written by the Education and Skills Funding (ESFA) an executive agency of the Department for Education and contains service levels that the ESFA aims to achieve; and are reviewed and developed to ensure they measure the most relevant areas of service performance, as agreed by the Customer Scrutiny Group.

The Service Charter covers areas of service and availability of use of the Organisation Portal, as listed below:

- 1 Service description
- 2 Service level objectives
- 3 Service catalogue (including service levels)
- 4 Supported browsers
- 5 Service availability and performance levels
- 6 Service hours and response times
- 7 Maintenance and service continuity
- 8 Data acceptance, validity and processing
- 9 Contact points and escalation
- 10 Changes to system operations

1. Service Description

This Service Charter sets out the levels of service that will be delivered by the Skills Funding, an Executive Agency of the Department for Business, Innovation and Skills in support of Awarding Organisations, Learners, Learning Providers, Third Parties and Permitted Organisations in their use of the Organisation Portal and the Personal Learning Record (PLR).

The scope of the service is detailed in the Service catalogue which is underpinned by the LRS Service Desk, as contactable via the telephone number shown in section 9 of this document.

2. Service Level Objectives

The ESFA aims to meet the following service level objectives in making available the PLR to:

- Provide a stable and secure platform for Awarding Organisations to submit Achievement Data.
- Ensure that the service levels of the Organisation Portal are of a consistently high quality to provide Awarding Organisations with the ability to meet their obligations as required.
- Ensure that the LRS can be used to support Learners in their interaction with Learning Providers.
- Ensure that Learners across England, Wales and Northern Ireland have access to the PLR, as provided for in the Agreement.

3. Service Catalogue

The table below sets out the entire scope of services offered within the Service Charter.

Function Name	Route	Customer	Function Description	Availability
Unique Learner Number (ULN) Management	Single-portal	Learner Registration Body (LRB)	Through the LRS Organisation Portal customers can perform individual transactions; 1. Find by ULN - search for an existing ULN for a learner 2. Find by demographics 3. Register single learner for ULN 4. Edit/update learner details 5. Exceptions handling	99.50%
Unique Learner Number (ULN) Management	Batch - portal	Learner Registration Body (LRB)	Through the LRS Organisation Portal a batch file of up to max 200 records can be created and uploaded to; 1. Register new ULNs 2. Edit/update existing ULN details 3. Output file of results available to download from the portal to feed back into your MIS system or resolve any records that failed validation	99.50%
Unique Learner Number (ULN) Management	Web services/API upload - single	Learner Registration Body (LRB)	LRS web services provide system-to-system communications over a network, which mainly takes place over the internet. The web services available; 1. Find by demographics (single) 2. Find learner by ULN (single) 3. Update learner (single)	99.50%
Unique Learner Number (ULN) Management	Web services/API upload - batch	Learner Registration Body (LRB)	LRS web services provide system-to-system communications over a network, which mainly takes place over the internet. Max 200 records. The web services available; 1. Submit batch learner registration (max 200 records) 2. Get batch learner registration output	99.50%

ULN Learner Verification (VLD)	Single - portal	Both	<p>The learner verification process is completed to check the ULN supplied is for the correct learner before awarding the qualification/unit to the PLR.</p> <p>Through the LRS Organisation Portal customers can perform individual transactions; 1. Verify Learner Details (VLD)</p>	99.50%
ULN Learner Verification (VLD)	Batch - portal	LRB/AO	<p>Through the LRS Organisation Portal a batch file of up to 200 max records can be created and uploaded to; 1. Submit Verify Learner Details (VLD) batch (max 200 records) 2. Verify Learner Details Output file including failed records</p>	99.50%
ULN Learner Verification (VLD)	Single - web services/API upload	LRB/AO	<p>LRS web services provide system-to-system communications over a network, which mainly takes place over the internet. The web services available to develop; 1. Verify Learner Details (VLD)</p>	99.50%
ULN Learner Verification (VLD)	Batch - web services/API upload	LRB/AO	<p>Through the LRS Organisation Portal a batch file of up to 200 max records can be created and uploaded to; 1. Submit Verify Learner Details (VLD) batch 2. Verify Learner Details Output file including failed records</p>	99.50%
Achievement Management	Single - portal	Awarding Organisation (AO)	<p>Achievement Management allows for creation and subsequently update, withdraw and reinstate of qualifications/units to the Personal Learning Record.</p> <p>Achievements for units and qualification can only be created and maintained that are advised to the LRS as belonging to an awarding organisation or which are marked as shared according to the interface shared from Ofqual.</p> <p>Individual transactions can be performed through the LRS Organisation Portal.</p>	99.50%
Achievement Management	Batch - portal	Awarding Organisation (AO)	<p>Through the LRS Organisation Portal a batch file of up to max 10,000 records can be created and uploaded to; 1. Submit Achievement Batch file 2. View Achievement Batch Jobs 3. Download Error File - failed records</p>	99.50%

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Achievement Management	Batch - web services/API upload	Awarding Organisation (AO)	A batch file of up to max 10,000 records can be created and uploaded. The web services available to develop; 1. Submit Achievement Batch Job 2. Get Achievement Batch Job	99.50%
ULN/AO Validation Tool	Batch	Both	A standalone tool independent of the LRS Organisation Portal, the Validation Tool tests if a batch file prepared for upload is in the correct format. The Validation tool reports to user any errors with the file prior to uploading to the portal.	99.50%
ULN Learner Plan	Single-portal	Learner Registration Body (LRB)	This service allows trainers to create, maintain and view Learner Plans through the LRS Organisation Portal for OLASS users.	99.50%
Personal Learning Record (PLR)	Single - portal	Learner Registration Body (LRB)	Through the LRS Organisation Portal customers can perform individual transactions; 1. View a PLR 2. Report a learning event problem - showing any inaccuracies on the PLR 3. Create a report	99.50%
Personal Learning Record (PLR)	Single - web services/API upload	Learner Registration Body (LRB)	This operation provides an interface to retrieve the PLR for a learner including their details and their learning events (both participation and achievement). The web services available to develop; 1. Get Learner Record or latest version	99.50%
Personal Learning Record (PLR) - Managing Learning Event Data Challenges (LEDC)	Single - portal	Learner Registration Body (LRB)	Both learners and providers can view the PLR which contains Learning Events (achievements) uploaded by Awarding Organisations. Learning Event Data Challenges can be when they believe there is inaccuracies with event data. LEDCs can be managed by awarding organisations through the LRS Organisation Portal.	99.50%
Report a ULN Problem Data Challenge	Single - portal	Learner Registration Body (LRB)	ULN Data Challenge can be raised when: * ULN has been created incorrectly * ULN has been merged incorrectly * ULN has other unspecified problem i.e. Two people sharing the same ULN	99.50%
Identity Management	Portal	Both	Login Org User Account	100%
Account Management	Portal	Both	User maintenance: Register new user plus Organisation Roles Update existing user account details Revoke user account	99.50%

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4. Supported Browsers

- The LRS web site is optimised for the following browsers:
- 1. IE 6.0, 7.0, 8.0, 9.0, 10.0, 11.0
- 2. Firefox 31 and the latest versions
- 3. Chrome
- 4. Safari and the latest versions
- 5. Chrome and the latest versions

5. Service Availability and Performance Levels

- The use of services relating to the PLR will be made available for twenty-four (24) hours a day and for seven (7) days a week subject to agreed maintenance arrangements by the ESFA.
- The service level for service availability is 99.5% per calendar month.
- Since many of the service elements will be internet based, the performance levels will be measured from the point of entry to the point of exit in the traffic manager.

6. Service Hours and Response Times

The operational hours and service support functions for the PLR are as follows:

Service Area	Functions	Hours of Service
Service Desk	1. Log all calls 2. Assign Incident Category (1 to 4)	0800 to 1800hrs Monday to Friday excluding UK Public Holidays.
Incident resolution	Incident Category 1 and 2, 3, 4 and Data Challenge / learner data availability	0800 to 1800hrs Monday to Friday excluding UK Public Holidays.

Incident Priority	Incident Category	98% Rectified ** within	Support hours (SLA)
1	<p>A critical incident that is preventing all end users from carrying out their tasks and for which no workaround can be identified.</p> <p>Total system outage leading to loss of availability to all end users.</p>	4 support hours	08:00 – 18:00 Mon-Fri
2	<p>A major incident (partial outage) that is affecting only some users or some functionality.</p> <p>Either an outage affecting a significant number of end users or affecting time critical functions within the application.</p> <p>OR: an error with the application potentially leading to serious business issues if not resolved within 12 hours</p> <p>OR: degradation of service response times to multiple end users beyond agreed levels</p> <p>Function Names:</p> <ol style="list-style-type: none"> 1. Unique Learner Number (ULN) Management (portal, portal – batch, API) 2. ULN Learner Verification (VLD) (portal (single & batch), API) 3. Achievement Management (portal (single & batch), API) 4. Personal Learning Record (PLR) (portal – single and API) 5. User Management (portal) 	12 support hours	08:00 – 18:00 Mon-Fri
3	N/A		
4	<p>A minor Service Level Failure or minor service requests (access, registration, de-activation, updates, and amendments, ULN & Event Data Challenges or Service Request)</p> <p>Either an outage affecting a small number of end users</p> <p>OR</p> <p>an outage affecting non-time critical functionality not leading to business impact within 12 hours</p> <p>OR</p> <p>degradation of response times beyond agreed levels.</p> <p>Functions</p> <p>ULN/PLR/AO Validation Tool</p>	360 support hours	08:00 – 18:00 Mon-Fri
Rectified = time from when the user logs the call with the Service Desk to when the user is advised that the incident or request has been rectified.			

7. Maintenance and Service Continuity

- The ESFA shall maintain the Organisation Portal according to a published maintenance schedule (<https://www.gov.uk/government/publications/lrs-maintenance-schedule>)
- Planned maintenance, including future releases, is undertaken during core business hours as published in the maintenance schedule. The core business hours are between 0800hrs and 1800hrs Monday to Friday excluding UK Bank Holidays.
- The ESFA will endeavour to complete all emergency maintenance (such as for the highest priority systems issues where the fix must take place within twenty-four (24) hours) outside the core business hours; however, the nature of such maintenance means that Organisation Portal availability is likely to be affected during core business hours.
- From the time that the ESFA invokes its disaster recovery procedure, the availability of use of the PLR will be reinstated within eight (8) service hours. In the event of a major incident which results in a loss of the LRS, an Awarding Organisation may be requested to resubmit Achievement Data, if their Achievement Data has failed to load during the incident.

8. Data Acceptance, Validity and Processing

Awarding Organisations can provide their Achievement Data in the following formats:

- Single entry web form on a web-based service portal; or
- Bulk or individual upload through a web-based service portal (using csv or xml file formats); or
- Bulk or individual upload through a web services Applications Programme Interface (API).

Once an Awarding Organisation has successfully transferred a data file, the ESFA will commence processing which will be completed within forty-eight (48) hours.

9. Changes to System Operations

LRS will continue to add new features, fix defects or enhance functionality as and when required. Organisations will only be notified of changes that are user impacting. Organisations will be given between three-six months' following the announcement to take action before permanent changes are applied by the ESFA.

The LRS is guided by a set of security protocols. As new security protocols are released and products come to the end of life, ESFA may be required to make changes depending on the severity or vulnerability. Security changes, affecting organisations ability to use web service operations will be notified and have between three-six months to take action.

With respect to any future development, the LRS will aim to support all existing web service operations for a minimum of eighteen (18) months following any announcement that these services will be changed or replaced. Further to that, a high-level view of the change will be provided on announcement to allow development planning, followed by the interface specification within six (6) months.

10. Contact Points and Escalation

The main contact point is the LRS Helpdesk:

Tel: 0345 6022589

Email: lrs.support@education.gov.uk

Correspondence Address: Learning Records Service, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

The second point of escalation is the Service Operations Support team

Email: lrs.businesssupport@education.gov.uk

The third point of escalation is the Services Operations Manager:

Email: Ushma.Gill@education.gov.uk