



Education & Skills
Funding Agency

LRS Managing Event Data Challenge Requests

(Achievement Management)

Audience: Awarding Organisation Users

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Version 1

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1. Introduction

This functionality has been designed, to help awarding organisations (AO) manage their Event Data Challenge (EDC) requests, efficiently and effectively. This functionality is **only** available from the Achievement Management tab on the LRS Organisation Portal.

EDC requests are raised to highlight a problem with the qualification, such as; grade, award date or achievement doesn't belong to the learner. Read the '**Data Challenge Background Guide**', for more information about the underlying problems which result in EDC requests:

<https://www.gov.uk/government/publications/learning-records-service-awarding-organisations>

Awarding organisations are responsible for validating and correcting achievement data uploaded by them to the Personal Learning Record (PLR).

Note: The functionality to Create achievement, Withdraw achievement and Reinstate achievement are still available.

2. High Level Process

Email notifications are sent to the nominated users identified to manage the requests, when an EDC is raised against a qualification belonging to the AO.

Subsequently, every week, a report is sent from LRS Business Support, listing all outstanding EDCs and additional information including recommended corrective action. We recommend EDC users, use the report to manage their EDC requests as it's more comprehensive.

For the purposes of this document the EDC user is an Awarding Organisation User that has been nominated to process Event data challenges.

EDC users are required to do the following:

1. Review and validate the report sent by LRS Business Support.
2. Decide whether to "Accept" or "Reject" the EDC and subsequently the recommended action.
3. Record your decision on the report.
4. Action, any 'Accepted' EDC requests via the portal or web service operations.
5. Finally, email LRS Business Support with the final outcome decisions.

LRS will validate the necessary action has been taken against any EDCs identified as 'Accepted' before closing them down in the portal. Any identified with a status of 'Rejected', will be closed down and no further action is required to be taken by the AO.

This end to end process should take a maximum of 5 weeks.

Note: For 'Accepted' EDC requests, go to section 3, for more information on how to process the requests depending on what action needs to be taken.

3. Managing Event Data Challenge Requests

3.1 How to process Event Data Challenge requests?

Event Data Challenges can be processed using two methods:

1. Web Service Operations (MI system to MI system) – Section 3.2
2. LRS Organisation Portal (process individual EDC requests) – Section 3.3
3. LRS Organisation Portal (process EDC requests by batch) – Section 3.4

3.2 Web Service Operations

Using the 'Submit Achievement Batch Job' the AO's can complete the necessary action required to address the problem, using: 'Update', 'Withdraw' and/or 'Create'. Web service operations can only be used, if your organisation has developed this capability.

3.3 LRS Organisation Portal (process individual EDC requests)

From the LRS Organisation Portal, we've made it easy for AO's to manage EDC requests assigned to their group. AOs can now:

- View Event Data Challenge requests assigned to the AO.
- Retrieve the ULN record, the problem is raised against.
- Retrieve a list of achievement records associated to a specific ULN*
- Edit the grade value
- Transfer achievement records to another ULN (learner)
- Delete achievements

***Note: The system will only return achievements belonging to the AO which uploaded the data.**

Refer to section 4 for more information about how to use the functionality available from the LRS Organisation Portal.

3.4 LRS Organisation Portal (process EDC requests by batch)

AO users can process multiple EDC requests by batch, via the LRS Organisation Portal. This is using the standard QCF batch process. For more information about how to create a QCF batch file refer to documentation on Gov.UK: <https://www.gov.uk/government/publications/lrs-batch-toolkit-for-awarding-organisations>

- Preparing an achievement batch file
- QCF batch file quick reference guide
- QCF batch file example

4. LRS Organisation Portal (EDC)

4.1 View Event Data Challenges assigned to the AO

AO users can view all EDC requests assigned to their organisation by:

- Logging into the LRS Organisation Portal
- Select the 'Achievement Management' tab
- Select 'Event Data Challenges' (see table 1)
- *By changing the 'Status' drop down option and refresh, the system will bring back a list of EDC requests; In Progress, Complete and New.

***Note:** By selecting "Process", users can view more details about the data challenge. This automatically changes the status to "In Progress".

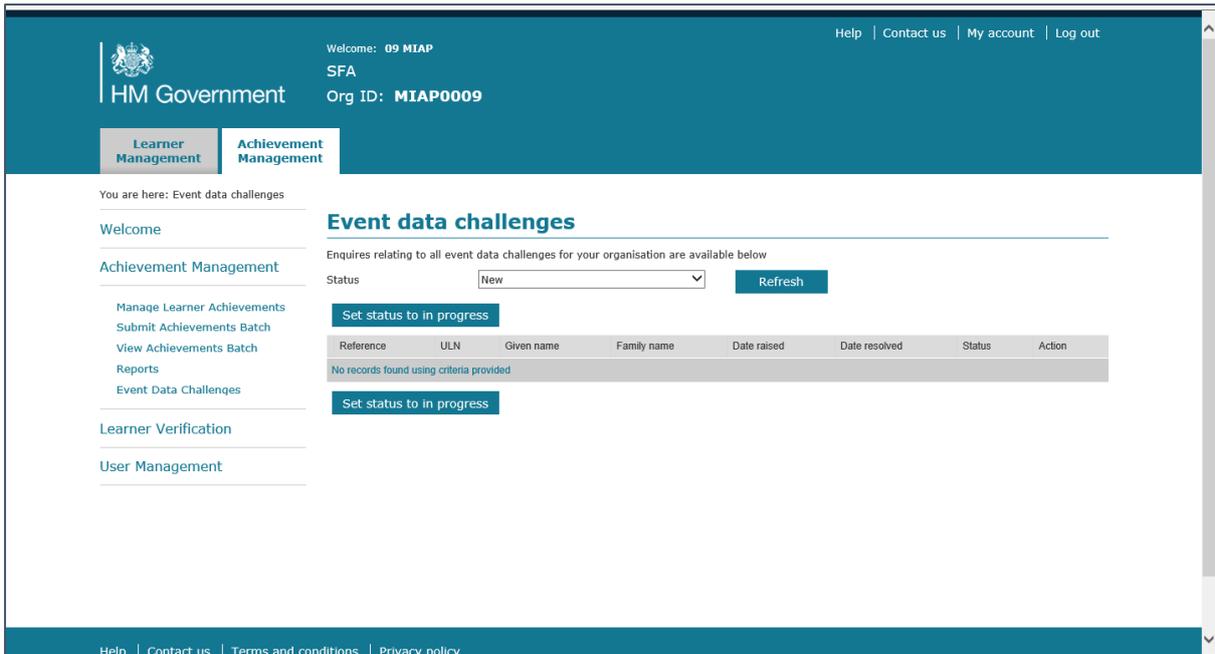


Table 1

4.2 Retrieve ULN and achievement records

To process and take the necessary corrective action, EDC users, navigate to the ‘Manage Learner Achievement’ screens by:

- Logging into the LRS Organisation Portal
- Select the ‘Achievement Management’ tab
- Select ‘Manage Learner Achievements’
- Retrieve the achievement data the EDC has been raised against, enter the ULN provided in the report and select ‘Find’ (see table 2).

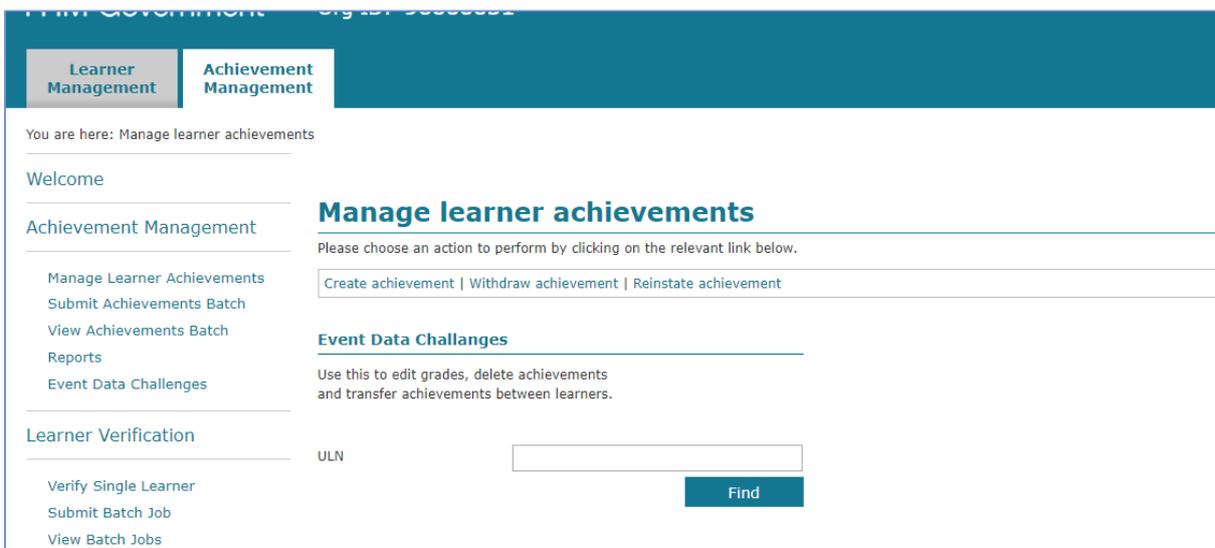


Table 2

The search will return a list of achievements for this learner created by the organisation logged into the LRS Organisation Portal (see table 3).

The screenshot shows the 'Achievement Management' section of the LRS Organisation Portal. The user is viewing learner 'Test Learner' with ULN: 3415521949. The page displays a table of learner achievements with the following data:

Subject	Reference number	Type	Level	Grade	Award date
Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs	J/602/3521	Unit	Level 3		03 Jan 2010
Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs	J/602/3521	Unit	Level 3		02 Jan 2010
Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs	J/602/3521	Unit	Level 3		01 Jan 2010

Navigation options include 'Return To Manage Learner Achievements' and a sidebar with 'Learner Management' and 'Achievement Management' tabs.

Table 3

From this screen, users can either go back to previous screen or select the achievement record the EDC was raised against to take action (see table 4).

The screenshot shows the 'Achievement Summary' screen for the learner 'Test Learner' (ULN: 3415521949). The achievement details are as follows:

Aim title	Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs
Aim type	Unit
Aim reference number	J/602/3521
Grade	
Level	Level 3
Achievement award date	03 Jan 2010
Language for assessment	
Provider	UKPRN

Navigation options at the bottom include 'Back to list', 'Edit Grade', 'Move To New Learner', and 'Delete'.

Table 4

From the 'Achievement Summary' screen, the EDC user can select one of four options, depending on the problem reported:

- Edit Grade (Section 4.3)
- Move to new learner (Section 4.5)
- Delete (achievement from the learners PLR) (Section 4.4)
- Back to list

4.3 Edit Grade

The 'Edit Grade' screen allows AOs to update or add a grade value for individual qualification records. This is a free text field and accepts a maximum of 20 characters.

The screenshot shows the 'Edit Grade' interface. On the left, there is a navigation menu with 'Achievement Management' selected. The main content area displays 'Viewing learner: Test Learner' and 'ULN: 3415521949'. The 'Edit Grade' section includes fields for 'Aim title', 'Aim reference number', 'Grade', and 'New Grade *'. The 'New Grade *' field is currently empty. There are 'Cancel' and 'Save' buttons at the bottom right.

Table 5

Enter the grade into the 'New Grade' field and select save (see table 5). This replaces or adds a grade value to the achievement record and displays it on the learners PLR.

4.4 Delete achievement record

The 'Delete' option allows EDC users to delete a qualification from a learners PLR record. This function should only be used when the organisation has incorrectly uploaded a record to a learners PLR, for example the learner never completed the course.

Select the 'Delete' option which will take you to the 'Delete Learner Achievement' screen (see table 6). Details about the qualification appear on the screen.

The screenshot shows the 'Delete Learner Achievement' interface. On the left, there is a navigation menu with 'Achievement Management' selected. The main content area displays 'Viewing learner: Test Learner' and 'ULN: 3415521949'. The 'Delete Learner Achievement' section includes fields for 'Aim title', 'Aim reference number', 'Achievement award date', and 'Provider UKPRN'. There are 'Cancel' and 'Confirm Delete' buttons at the bottom right.

Table 6

Select 'Confirm Delete' to confirm the qualification record can be deleted.

4.5 Move to new learner

This functionality allows the EDC user to move qualification records between ULNs/PLRs.

Select 'Move to New Learner' button to navigate to 'Move Achievement to New Learner' screen (see table 7). Details about the qualification appear on the screen.

Learner Management	Achievement Management
You are here:	
Welcome	Viewing learner: Test Learner ULN: 3415521949
Move Achievement To New Learner	
Achievement Management	Aim title: Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs
Manage Learner Achievements	Aim reference number: J/602/3521
Submit Achievements Batch	Achievement award date: 01 Jan 2010
View Achievements Batch	Provider: UKPRN
Reports	New ULN * <input type="text"/>
Event Data Challenges	
Learner Verification	
Verify Single Learner	Cancel Continue
Submit Batch Job	
View Batch Jobs	

Table 7

Enter the ULN reference which the achievement record needs to be moved to (see table 8).

Learner Management	Achievement Management
You are here:	
Welcome	Viewing learner: Test Learner ULN: 3415521949
Move Achievement To New Learner	
Achievement Management	Aim title: Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs
Manage Learner Achievements	Aim reference number: J/602/3521
Submit Achievements Batch	Achievement award date: 01 Jan 2010
View Achievements Batch	Provider: UKPRN
Reports	New ULN * <input type="text" value="8659377485"/>
Event Data Challenges	
Learner Verification	
Verify Single Learner	Cancel Continue
Submit Batch Job	
View Batch Jobs	

Table 8

Click 'Continue'. By selecting continue, details of the new ULN will appear at the bottom of the screen (see table 9).

Learner Management	Achievement Management										
You are here:		Viewing learner: Test Learner	ULN: 3415521949								
Welcome		Move Achievement To New Learner									
Achievement Management											
<ul style="list-style-type: none"> Manage Learner Achievements Submit Achievements Batch View Achievements Batch Reports Event Data Challenges 	<table border="0"> <tr> <td>Aim title</td> <td>Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs</td> </tr> <tr> <td>Aim reference number</td> <td>J/602/3521</td> </tr> <tr> <td>Achievement award date</td> <td>01 Jan 2010</td> </tr> <tr> <td>Provider</td> <td>UKPRN</td> </tr> </table>	Aim title	Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs	Aim reference number	J/602/3521	Achievement award date	01 Jan 2010	Provider	UKPRN		
Aim title	Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs										
Aim reference number	J/602/3521										
Achievement award date	01 Jan 2010										
Provider	UKPRN										
Learner Verification		Move To Learner									
<ul style="list-style-type: none"> Verify Single Learner Submit Batch Job View Batch Jobs 	<table border="0"> <tr> <td>New ULN</td> <td>8659377485</td> </tr> <tr> <td>New Learner</td> <td>James pickles</td> </tr> </table>	New ULN	8659377485	New Learner	James pickles						
New ULN	8659377485										
New Learner	James pickles										
		<input type="button" value="Cancel"/> <input type="button" value="Confirm Transfer"/>									

Table 9

Select 'Confirm Transfer'. By selecting 'Confirm Transfer' this moves the achievement record to the newly identified ULN.