



Education & Skills  
Funding Agency

# AO User Guide

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**Audience:** AO Users



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## 1. Introduction

### 1.1 Overview

This guide provides information and guidance for Awarding Organisations (AOs) that sign up to use the Learning Records Service (LRS).

The Learning Records Service (LRS) is housed within the Education and Skills Funding Agency, part of the Department for Education. We offer a suite of IT products that support the government's digital strategy and the principle to create once and share multiple times with users across the education sector. The service is primarily built for awarding organisations to;

- Validate ULN numbers received from training providers
- Upload and manage achievements on learner's Personal Learning Records (PLR) ULN adoption across FE and schools post 14, in England, Wales and Northern Ireland is almost universal.

The Education Act 1996 lists the "prescribed persons", which are organisations that are legally authorised to have access to educational data.

### 1.2 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 [LRS Awarding Organisation Agreement](#).

These documents taken together frame and detail the responsibilities imposed upon the awarding organisation. Ensuring proper practice in handling personal data is a requirement of all organisations, although there is no standard model across the sector.

### 1.3 Security expectations

When sharing personal information about learners with the Service Desk via email, it is essential that you:

- encrypt and password protect the data. And
- contact the LRS Service Desk by phone with the password details.

This is to protect personal information about individuals and ensure it's not being compromised. Anybody found not following this process will be contacted along with your organisations nominated Super User.

If a user or users continue to cause security concerns, a formal escalation process will be invoked and will result in the following action being taken:

- User permissions being disabled.
- Organisation permissions being disabled
- Escalation to Data Protection Officer and Senior Management
- Report the organisation to the Information Commissioner's Office



For more information regarding encryption and data security, please see the [Data Encryption and Passphrase Guidance](#).

The following are deemed as the most common security breaches:

- Sharing your account details, or allowing someone else to use your account. Each user should have their own user account, and accounts that are no longer required should be removed immediately. 'Generic' accounts are prohibited.
- Sending a learner's ULN number and any of the 5 demographics (Given Name, Family Name, Date of Birth, Gender or Postcode) in an unencrypted email
- Sending more than one of the 5 demographics in an unencrypted email (Given Name and Family Name are deemed as one demographic in this instance).
- Sending an encrypted file containing learner data, where the password has been sent in the same email.
- Sending your username and password in an email.

#### 1.4 Dual Role (Awarding Organisation & Training Provider)

Organisations that are recognised, both as an awarding body and training provider (Learner Registration Body (LRB) by LRS) are expected to sign up to the Learning Provider Agreement and Awarding Organisation Agreement.

You will ONLY be granted access to Learner Management capabilities (create ULNs and view PLR) where you can demonstrate there is a clear business need. This reasoning must be explained on the application form – Organisation Registration Form.

The two areas of the business will be assigned separate UKPRN references and registered as separate organisations with the LRS.

The difference between the two agreements is explained below:

**Learning Provider Agreement** - by signing this, your organisation will be given access to the Organisation Portal where you can create and update Unique Learner Numbers for your learners.

**Awarding Organisation Agreement** - by signing this, your organisation will be given access to the Organisation Portal where you can upload qualification achievements as well as being able to verify learners' ULN details.

Both the above Agreements and the Organisation Registration Form can be found on [Gov.UK](#).



## 2. LRS Organisation Portal

### 2.1 Overview

This section highlights some of the key responsibilities from the User Agreement and provides instructions on how to log into the LRS Organisation Portal.

Section 3 details all Super User responsibilities. Note: it is the Super User's responsibility to manage any user account problems or requirements, including, unlocking accounts, password resets and creating new super user/user accounts.

### 2.2 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. The full agreement can be found on [Gov.UK](https://www.gov.uk).

User responsibilities include, but are not limited to:

- You must not share your login details with anybody else.
- You must not share your security question answer with anyone else in order to have your password reset.
- You must use the account solely for the purpose for which it was issued by your organisation.
- Ensure that, when accessing personal data on the Organisation Portal, your display screen is not being overlooked by unauthorised persons and you do not leave your workstation unlocked and unattended.
- You are not permitted (except where the Education and Skills Funding Agency has given you express permission to do so or you are otherwise permitted to do so by law) to use, copy, disseminate or transmit in any other way any of the Data.
- You will not send any personal learner data via email unless it has been sent encrypted and password protected using a separate method for sending the password.

### 2.3 Logging in to the LRS Organisation Portal

You can access the LRS Organisation Portal from Gov.UK:

<https://www.gov.uk/government/publications/lrs-organisation-portal>

- Select the "Achievement Management" option.



Due to the session inactivity and for security reasons you are required to login again to continue with your current session

Username

Password

[I have forgotten my password](#)

#### Notes

This Portal is provided and managed by the Skills Funding Agency as part of the Learning Records Service (LRS). It is to be used only for purposes defined by the Skills Funding Agency and as set out in applicable [User Agreement](#). Information about the purpose of LRS and gaining access to this website can be found at <https://www.gov.uk/government/collections/learning-records-service>. You should not access or use the services provided on this website without being authorised. We will investigate any unauthorised access and may choose to impose penalties in accordance with applicable laws and regulations.

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- Enter your Username and your password.
- Select “Login”
- Select “accept” or “decline” the terms of the User Agreement. If you choose to decline the terms, you’ll be taken back to the login screen.
- If you accept the terms you’ll be directed to the “Achievement Management” homepage and have successfully logged into the portal.

### 2.3.1 Logging in for the first time

- Enter your Username and ‘one time’ Password. The “one time” password will be given to you by your Super User or by the LRS Service Desk.
- Select ‘Login’.
- You will need to re-enter your “one time” password and then be prompted to enter a 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.
  - Your password will expire after 44 days. The system will automatically present you with the change password screen.
- Requested to accept or decline the terms of the User agreement.
- Enter accept and you’ll be directed to the secret question page. Choose one of the questions from the drop down list and then enter and re-enter your answer.

Important: This question and answer will be used to facilitate the resetting of your password in the event that you forget it in the future.  
This question can be updated from the My Account section of the portal at any time.
- Once you have successfully completed these steps you will be presented with the Welcome page of the Organisation Portal.



## 3. Super User, user management

### 3.1 Overview

This section outlines the responsibilities and tasks that nominated Super Users (SU) are required to complete. We strongly recommend, your organisation has at least three Super Users but no more than five. This is only a guideline and there may be a valid reason to have less or more SU's.

### 3.2 Super User responsibilities

The Super User role is the highest level, organisation-specific role that you can be given. As a Super User, you are responsible for managing all LRS users within your organisation, 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 the confidentiality of learner records are protected.

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

- Create additional user accounts for all members of staff who require access to the portal. The desk will not create new accounts on behalf of the organisation unless there is a valid reason i.e. All SU's have left the organisation.
- Update user details. This includes
  - Change in personal details (name, email address, phone number)
  - Change in role (permission changes)
- Resolve access problems. This includes
  - Reinstating user accounts
  - Suspending user accounts
  - Resetting passwords
  - **Note: the Service Desk do not reset passwords or unlock accounts. The SU is expected to manage these types of requests.**
- Delete user accounts for those:
  - who no longer require access
  - have more than one account or
  - user has left your organisation.
- Monitor user activity to ensure the data held on the LRS is only used for required purposes.

### 3.3 User Housekeeping

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:

- Select 'User Management '
- Leave the 'find user' criteria blank
- Tick the "All Roles" box and select 'Find User'. The Portal will generate a full list of users for you to review including allocated user roles.

As a super user, you must decide how to administer your user community and set up all other users.



### 3.4 Password restraints

Following recent security changes, the restrictive password policy has changed. All passwords must follow the rules below

- Must be between 10 and 100 characters
- Must contain at least one non-alphabetic character (i.e. a number or special character)
- Must have at least 1 lowercase alphabetic character
- Must have at least 1 uppercase alphabetic character
- No spaces

### 3.5 Creating a new Super User/User Account

#### 3.5.1 Things to consider

It is strongly recommended that your organisation has at least three super users to ensure that a Super User is available to deal with any LRS user account issues.

As a Super User, when creating other user accounts you must consider:

- *Who authorises the request?*
  - Any application for a new user account must follow your own internal process for checking people who are given access to confidential student records. Depending on this 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 or permission is needed for the user?*
  - We recommend that users are only given access to the areas of LRS that are required. **NOTE:** any communications regarding your organisation directly will be communicated to your most recently active super user.
- *What details are recorded for each user?*
  - All user accounts require a given name, family name and email address. We also highly recommend that a contact telephone number is recorded.
- *Are users aware of their responsibilities in using the LRS?*
  - It is the super user who created the account's responsibility that the new user has read and understood the LRS User Agreement. If users within your organisation continue to break the conditions of the agreement, your organisation's access to the portal may be suspended.
- *How will training and awareness about the LRS be implemented?*
  - All users should be given guidance and training on how to use the LRS Portal once their account has been set up. For example, any users uploading batch files to the portal should be given training on how to create and validate batch files.

**NOTE:** the LRS prohibits the creation of 'Guest' or generic user accounts. This will break the responsibility for maintaining access authorisation. The LRS will contact you if we identify any inappropriate behaviour when using our services.



**It is also important to consider:**

- Internal processes; including how additional users can be set up
- 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

**3.5.2 Contract staff and third party organisation accounts**

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 organisations, you will have to use separate user logons for each organisation you are working for.

**3.5.3 How to create an additional user**

To set up additional users

- Select 'User Management' from the left-hand menu
- The "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.
  - **Do not add the question or answer to the security question to this field**
- 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.



### 3.5.4 Update or edit a user account

User accounts should only be updated when a user's details held by the LRS has changed. **You should never reassign a user account – user accounts are non-transferrable.** In this situation, the account should be deleted and a new account should be created for the new member of staff.

To update 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
- 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 'OK' to continue.

### 3.5.5 Delete a user account

Never 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 View User link 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



### 3.5.6 Managing user permissions

Users are able to use the Forgotten Password link in order to reactivate their account and reset their password. If the user has forgotten the answer to their security question, or the email address associated with the account is invalid, you, as a Super User, will need to assist the user in accessing their account.

#### 3.5.6.1 Suspended accounts

An account will be suspended if a user enters the incorrect password 10 times or more or if it is manually suspended (e.g. as a result of a security breach).

The Super User is responsible for reactivating user's account, verifying the user's identify first if necessary. For instructions on how to do this, please see section 3.4.6.3

If the account has become suspended due to the incorrect password being entered, the Super User is also responsible for resetting the password for the user. For instructions on how to do this, please see section 3.4.6.4.

#### 3.5.6.2 Verify a user's 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
- Select the View User link 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 'Update' to commit the changes made. You will see a confirmation screen
- 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.

#### 3.5.6.3 Re-activating a user account

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 suspended. Only a Super User can reset the password of users registered to use the LRS 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 unlock an 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 "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.



#### **3.5.6.4 Reset a password**

To reset a password:

- From the user's account screen, select 'Reset Password'
- '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.

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

In the unfortunate event that your super user account is suspended and you are unable to answer your security question correctly, your super user is on long term leave or has left the organisation, and you have no other super users, we will create a new super user account for you.

To request a new super user, please complete the Change of Super User form which can be found on the GOV.uk website, and send it to the email address provided on the form. The form must be hand signed by a member of staff that is of manager status or above (preferably the same person who originally signed your Organisation Agreement).



## 4. Achievement Management

### 4.1 Overview

This section of the guide tells you how to verify ULNs and manage achievement data through the LRS Organisation Portal.

Once your organisation has registered with the LRS, you need to decide the best approach to access and use the service. The options are:

- **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 4.2.
- **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 4.3.
- **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 the [GOV.uk website](#).



## 5. Learner Verification

### 5.1 Overview

Learner verification enables awarding organisations (AOs) to verify learner ULN details before achievement results are uploaded to the PLR. The system cross checks the information you have supplied against what is held by LRS. This process ensures that ULN belongs to the correct learner.

This is to ensure LRS and AO records match, otherwise an exception is returned. This is an important step in the data verification process.

The verification of learner details should be carried out before uploading achievement results to the PLR.

### 5.2 Using the LRS Organisation Portal (manual)

Users with the appropriate permissions can verify a single learner via the Verify Learner quick search from the Welcome Page or by clicking the Learner Verification link on the left hand menu. The functionality is the same on both screens.

#### Verify a learner

Mandatory fields are marked with an asterisk (\*)

ULN *	<input type="text"/>
Given name *	<input type="text"/>
Family name *	<input type="text"/>
Date of birth	<input type="text"/> <input type="text"/> <input type="text"/>
Gender	<input type="text" value="Please select"/>

Verify

The Verify Single Learner Details screen:

- Enter the learner's personal details in order to verify the learner. As a minimum, you must supply the ULN, Given Name and Family Name.
- Note: Users are strongly encouraged to also supply the date of birth and gender of the learner. These are both optional data items but help to increase the strength of the verification
- Click on "Verify" button
- The system compares the details entered and returns a return code accordingly. A list of return codes can be found in Appendix C.



### 5.3 Batch files

The Organisation Portal is useful for validating individual ULNs, but a faster and more effective method is to use the batch process. Batch files are CSV or XML files containing learner data which, once submitted, can validate a ULNs in bulk.

More information regarding batch files, including templates and examples, can be found on [GOV.uk](https://www.gov.uk).

### 5.4 Web Services

Organisations are either able to develop their own systems or use a solution from a third party developer in order to link your own MIS system with the LRS.

Third party systems can allow the user to:

- Validate single ULNs
- Upload and process VLD batch files
- View the output files and results

For more information, please go to [GOV.uk](https://www.gov.uk).



## 5. Achievement Management

### 5.1 Overview

Achievement Management gives awarding organisations the ability to "Create" achievement records for the PLR. Subsequently AOs can "Update", "Withdraw" and "Reinstate" the records.

Irrespective of how the data is provided to the LRS, there are a number of basic rules to follow when it comes to maintaining achievement records:

- You are only allowed to create and maintain achievements for units and qualifications owned or shared accordingly by your organisation. LRS has an interface with multiple regulators to validate qualification and unit details against such as Ofqual. .
- The unique reference to an achievement is the combination of the learner ULN, the unit/qualification reference code and the date of award. If any of these items are entered incorrectly you cannot subsequently amend them and you will have to withdraw the achievement and create a new one.
- When creating an achievement, the learner details must match those held by the LRS for the supplied ULN. The minimum information needed is the learner's Given and Family Name. Optional but recommended information is the Learner's Date of Birth and Gender.
- When updating, withdrawing or reinstating an achievement, the system compares the learner profile details against those currently held by the LRS.
- You cannot update a record that has been previously withdrawn.
- You can only reinstate a record that has been previously been withdrawn.
- You cannot withdraw a record that has already been withdrawn.
- You can create historic Achievements where you have the ULN provided by learning providers

### 5.2 Maintain a single achievement record (LRS Organisation Portal)

Before you can update, withdraw or reinstate an achievement record on the PLR you must first find the correct learner.

The starting point for maintaining an individual achievement is to select the "Manage Learner Achievements" option on the left hand menu, under the Achievement Management tab.

#### 5.2.1 Create an achievement

Use this function to create (upload) a new achievement.

- Select "Create Achievement". You will be presented with the following screen.



## Create achievement

Please enter the learner and achievement details.

Mandatory fields are marked with an asterisk (\*)

### Learner details

ULN *	<input type="text"/>
Given name *	<input type="text"/>
Family name *	<input type="text"/>
Date of birth	<input type="text"/> <input type="text"/> <input type="text"/>
Gender	<input type="text" value="Please select"/>
Postcode	<input type="text"/>

### Achievement details

Aim reference number *	<input type="text"/>
Achievement award date *	<input type="text"/> <input type="text"/> <input type="text"/>
Grade	<input type="text"/>
Language for assessment	<input type="text" value="Please select"/>
Provider UKPRN	<input type="text"/>

Cancel

Create achievement

- Enter:
  - ULN (Unique Learner Number)
  - Given & Family Name: the naming convention used must be maintained for any follow-up actions performed by your organisation to the achievement record (Update, Reinstate, Withdraw). For example, if John is used at the create stage, John must be used throughout.
  - Postcode / Date of birth (optional) – the system checks the postcode format is valid and is not on the prohibited postcode list.
  - Unit or qualification reference number - the Unit or Qualification reference number must be valid and shown as being owned by the AO submitting the Achievement or marked as shared, as advised to us by Ofqual or Qualification in Wales
  - Date of the award - must not be in advance of today's date, must not be earlier than September 1<sup>st</sup> 2006 and must be between the start and end dates of units and qualifications as per Ofqual or Qualification in Wales register. UKPRN
  - The UK Provider Reference Number (UKPRN) of the Learning Provider where the learner undertook their study (if known).
  - Grade – Add a grade which best corresponds or reflects the qualification/unit type (i.e. GCSE/A-level (grade: A-E) or Functional/Key Skills (grade: Pass). The grade must be valid for the qualification.
  - Language: If there is a language for the qualification, you can select it from the drop down list provided.
  - Click "Create Achievement".
- When you have successfully created an Achievement, you will be presented with a confirmation screen.

### 5.2.2 Update an achievement

Use this function to update an achievement record that has been previously been created on the PLR by your organisation.



Note: The achievement must not be withdrawn in order to make any changes, and must have been uploaded by your organisation.

- Select “Update Achievement”.
- You will be presented with the following screen.

## Update achievement

Please enter details below to find the achievement you want to update.

### Achievement details

Mandatory fields are marked with an asterisk (\*)

ULN *	<input type="text"/>
Given name *	<input type="text"/>
Family name *	<input type="text"/>
Aim reference number *	<input type="text"/>
Achievement award date *	<input type="text"/> <input type="text"/> <input type="text"/>

Cancel

Find achievement to update

- Enter the following information to find the Achievement to update:
  - ULN.
  - Given Name – must match the original naming convention used when the achievement record was first created. i.e. John cannot be changed to Johnathan
  - Family Name - must match the original naming convention used when the achievement record was first created. i.e. Brown cannot be changed to Brow
  - The reference number for the unit or qualification – must match the original reference number supplied when the achievement record was first created
  - The date that the achievement was awarded- must match the original award date supplied when the achievement record was first created
- Select Find achievement to update.
- Having found the achievement record you can then proceed to update the following information:
  - The UK Provider Reference Number (UKPRN) of the Learning Provider.
  - The grade awarded.
  - The Language for Assessment.



- The date at which the change was agreed upon which must not be in advance of today's date.
- Select "Update Achievement" to commit the changes.
- You are presented with the confirmation screen when the update has been accepted.

### 5.2.3 Withdraw an achievement

Use this function to withdraw an achievement record that was previously created by your organisation

- Select "Withdraw Achievement"
- You will be presented with the following screen

## Withdraw achievement

Please enter details below to find the achievement you want to withdraw.

### Achievement details

Mandatory fields are marked with an asterisk (\*)

ULN *	<input type="text"/>
Given name *	<input type="text"/>
Family name *	<input type="text"/>
Aim reference number *	<input type="text"/>
Achievement award date *	<input type="text"/> <input type="text"/> <input type="text"/>

Cancel

Find achievement to withdraw

- Enter the following information to find the Achievement to update:
  - ULN.
  - Given Name – must match the original naming convention used when the achievement record was first created. i.e. John cannot be changed to Johnathan
  - Family Name - must match the original naming convention used when the achievement record was first created. i.e. Brown cannot be changed to Brow
  - The reference number for the unit or qualification – must match the original reference number supplied when the achievement record was first created
  - The date that the achievement was awarded- must match the original award date supplied when the achievement record was first created
- Select "Find achievement to withdraw"



- Having found the Achievement you can provide the following information:
  - Action Date – this is the date at which the change was agreed upon and must not be in advance of today's date.
  - Action Reason – Refer to Appendix D for a drop down list of values. This reason is to indicate why the achievement record is being withdrawn.
- Select 'Withdraw achievement'.
- Once you have confirmed the withdrawal you will be presented with this screen confirming the success of the transaction.

#### 5.2.4 Reinstate an achievement

- This function is used to reinstate an achievement that was previously withdrawn by your organisation. It is not possible to update the grade achieved when reinstating an achievement. If you wish to update the grade then a new achievement should be created. Alternatively, the grade can be updated by submitting a batch file with the amended grade included against the reinstated achievement.
- Select Reinstate Achievement.
- You will be presented with the following screen

## Reinstate achievement

---

Please enter details below to find the achievement you want to reinstate.

### Achievement details

---

Mandatory fields are marked with an asterisk (\*)

ULN *	<input type="text"/>
Given name *	<input type="text"/>
Family name *	<input type="text"/>
Aim reference number *	<input type="text"/>
Achievement award date *	<input type="text" value="v"/> <input type="text" value="v"/> <input type="text" value="v"/>

Cancel

Find achievement to reinstate

- Enter the following information to find the Achievement to update:
  - ULN.



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- Given Name – must match the original naming convention used when the achievement record was first created. i.e. John cannot be changed to Johnathan
  - Family Name - must match the original naming convention used when the achievement record was first created. i.e. Brown cannot be changed to Brow
  - The reference number for the unit or qualification – must match the original reference number supplied when the achievement record was first created
  - The date that the achievement was awarded- must match the original award date supplied when the achievement record was first created
- Select “Find Achievement”
  - Having found the Achievement you can provide the following information:
    - Action Date - this is the date at which the change was agreed upon and must not be in advance of today's date.
    - Action Reason - Refer to Appendix D for a drop down list of values. This reason is to indicate why the achievement record is being reinstated. Select Reinstatement Achievement to make the change.
  - You are presented with this confirmation screen when the achievement has been successfully reinstated.

### 5.3 Batch files

The Organisation Portal is useful for validating individual ULNs, but a faster and more effective method is to use the batch process. Batch files are CSV or XML files containing learner data which, once submitted, can create new, update existing, withdraw and reinstate achievements in bulk.

More information regarding batch files, including templates and examples, can be found on [GOV.uk](http://GOV.uk).

### 5.4 Web Services

Organisations are either able to develop their own systems or use a solution from a third party developer in order to link your own MIS system with the LRS.

For more information, please go to [GOV.uk](http://GOV.uk).



## 6. Managing data challenges

### 6.1 Overview

Both schools and providers (known as the Learner Registration Body (LRB)) can view the Personal Learning Record which contains Learning Events (achievements) uploaded by Awarding Organisations.

LRBs have the capability to report discrepancies they suspect on a learners PLR record by raising an Event Data Challenge (EDC).

For the purposes of this section qualifications are referred to as an “Event”.

The LRS assess the validity of each Event Data Challenge (EDC) raised. Valid EDCs are assigned to the appropriate awarding organisation to review and take any necessary action.

An email is automatically sent to the notification email address. This is to notify the nominated EDC resolver of newly assigned EDCs waiting for action to be taken. In addition, a report of all open EDCs requiring attention is sent at the beginning of each month. Again this report is sent to the nominated EDC resolver.

EDCs are raised for following reasons described below:

Data challenge type	Enquiry Type	Identified Problem Type
Event data challenge	Information on one of the qualifications is wrong	<ul style="list-style-type: none"><li>The grade is wrong. (This function is not to be used to challenge grades, only to correct them)</li><li>The end or award date has been recorded incorrectly</li></ul>
Event data challenge	One of the qualifications does not belong to this learner	<ul style="list-style-type: none"><li>The ULN was previously shared and the qualification needs to be removed or transferred</li><li>Disputing the qualification entirely or if the incorrect ULN was previously submitted, and the qualification needs to be transferred to a different ULN</li></ul>
Event data challenge	One of the qualifications appears more than once	<ul style="list-style-type: none"><li>Qualification has been incorrectly uploaded more than once</li></ul>

### 6.3 Viewing Event Data Challenges

To view all open Event Data Challenges:

- Select Achievement Management button from the left hand menu



- Select “Event Data Challenges”. The “Event Data Challenge” page automatically shows all new EDCs.
- You can individually set each EDC to “In progress” by updating the details:
  - click on the ‘Process’ link OR
- You can update multiple EDCs at the same time:
  - tick the checkbox in the first column of the table
  - select the set status to “In progress” button

Selecting the Process button will show the user the full details of the data challenge, including the user who originally raised it.

Note: By changing the status filter and selecting the ‘Refresh’ button, EDCs with a different status’ can be viewed.

## 6.2 Types of data challenge

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

In order to address this type of EDCs, we recommend the following action:

- Check your own internal records to validate the EDC.
  - Reject: If you disagree with the EDC, reject the data challenge by changing the status drop down to “Resolved – Rejected” and adding comments to the additional comments box with the reason.
  - Accept: If you accept the EDC take any necessary action to correct the record(s) on LRS:
    - Perform an “Update” on the LRS Organisation Portal Refer to Section 5.2.2 for step by step instructions
    - Resolve the EDC by setting the status drop down to “Resolved – Upheld” and adding a comment to the Additional Comments box with the action taken.

### 6.2.2 One of the qualifications does not belong to this learner

In order to address this type of EDCs, we recommend the following action:

- Check your own internal records to validate the EDC:
  - Reject: If the qualification was uploaded correctly, reject the data challenge by changing the status drop down to “Resolved – Rejected” and adding comments to the additional comments box with the reason.
- Accept: If the qualification was uploaded incorrectly:
  - Withdraw the qualification via the LRS Organisation Portal. Refer to Section 5.2.3 for step by step instructions
  - Update your own internal records with the correct ULN details, upload the same qualification to the new ULN. There is no direct “transfer” function.
  - Resolve the EDC by setting the status drop down to “Resolved – Upheld” and adding a comment to the Additional Comments box with the action taken.



### 6.2.3 Qualification data belonging to a different learner

There are occasions when one ULN is shared by two learners. The LRS support team will lead on the main investigation and notify you of these instances in the monthly EDC report. At that point the awarding organisation is expected to validate the findings and take the necessary corrective action to resolve the EDCs.

**Note:** If you receive any error messages when attempting this, use the details provided in the monthly spreadsheet from the Business Support team or contact them directly.

### 6.2.3 One of the qualifications appears more than once

This type of challenge will be raised if a qualification has been duplicated on a record. This may have been done intentionally, as the learner may have first failed the qualification before later passing.

You will need to check your own internal records and confirm if one or more of the qualifications were uploaded in error.

If the qualification was uploaded correctly, reject the data challenge with a reason in the additional comments.

If the qualification was uploaded incorrectly, withdraw any duplicate qualifications on the portal using the Withdraw Qualification function and resolve the data challenge with the Resolved – upheld status.

An awarding organisation user will log in to the LRS Organisation Portal to view the data challenges. EDCs can be flagged as In Progress and comments added as the investigation takes place.

When the EDC is resolved as either upheld or rejected, the Awarding Organisation user changes the EDC status to a Resolved – upheld or Resolved - rejected and updates the comments with either the action taken or the reason for rejection. This will send an email to the LRS Service Desk indicating that an investigation has taken place and that a resolution has been found.

## 6.4 Resolving data challenges

A data challenge can be resolved by setting the status flag to either of the Resolved states from the process screen. The data challenge should be resolved either after any required action has been taken, or if internal investigations show the details are already correct.

If you receive any error messages, or encounter any problems, the Service Desk should be contacted before resolving the data challenge to offer assistance.

When setting the status to Resolved, the additional comments box will become mandatory. A short summary of the action taken to resolve the data challenge should be added to this box.



## 7. Support

### 7.1 Service Desk

For further information and support please contact the LRS Service Desk, open Monday to Friday, 8:00 am – 6:00 pm excluding bank holidays.

Telephone: 0345 602 2589

Email: [LRS.Support@education.gov.uk](mailto:LRS.Support@education.gov.uk)

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

When contacting the LRS Service Desk, it is essential that you have first read and understood the Data Encryption and Passphrase guidance

We also recommend that you refer to the latest support and guidance documentation on GOV.uk for assistance, before contacting the LRS Service Desk.

### 7.2 LRS notifications

Subscribe to Gov.UK to receive the latest information and notifications about the LRS:  
<https://www.gov.uk/topic/further-education-skills/learning-records-service/email-signup>

All communications and notifications will be published on this website and only by exception a mailing will be sent directly.

### 7.3 Technical requirements

#### 7.3.1 Screen resolution

We recommend using a screen resolution of width at least 1280 to remove the need for horizontal scrolling.

#### 7.3.2 Browser compatibility

We do not recommend using any version of Internet Explorer before IE8. Any other standard compliant browser should work without any issues. Mobile browsers may work, but we do not recommend using them.



## Appendix A – Types of users

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 access required. The User roles are:

User Role	Description
LRB Super User	<p>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.</p> <p><b>NOTE: this user role will only give the user access to User Management.</b></p>
Awarding Body Batch User	<p>Grants the user access to submit, manage and retrieve Verify Learner batch files.</p> <p>The Verify Learner function is used to ensure that the ULN provided by Centres at the point of entry for an award or examination has been correctly recorded, by verifying the ULN against key demographic details that include the Given Name, Family Name (mandatory) and date of birth and gender (optional but strongly encouraged for strengthened verification).</p> <p>It is important that verification is carried out before making an award where units may have been studied at different Providers.</p> <p>By selecting this role for a user you will allow them access to the following menu items:</p> <ul style="list-style-type: none"><li>• The Learner Verification tab on the Menu bar</li><li>• The Submit Batch Job and View Batch Job options on the Main menu</li></ul>
Awarding Body User	<p>Grants the user access to the Organisation Portal screen that is used to verify an individual Learner, the business purpose of which is described in the role above.</p> <p>By selecting this role for a user, you will allow them access to the following menu items:</p> <ul style="list-style-type: none"><li>• The Learner Verification tab on the Menu bar</li><li>• The Verify Single Learner option on the Main menu</li></ul>
QCF Record Set User	<p>Grants the user access to submit, manage and retrieve batches of Achievements that are uploaded via the Portal. The batches include new creations, updates, withdrawals and reinstatements of Achievement. It also allows the user to perform a credit check.</p> <p>By selecting this role for a user you will allow them access to the following menu items:</p>



	<ul style="list-style-type: none"><li>• The Achievement Management tab on the Menu bar The Submit Achievement Batch, View Achievement Batch and Perform Credit Check options on the Main menu</li></ul>
QCF User	<p>Grants the user access to the Portal screens to create, update, withdraw and reinstate individual Achievements. It also allows the user to perform a credit check</p> <p>By selecting this role for a user you will allow them access to the following menu items:</p> <ul style="list-style-type: none"><li>• The Achievement Management tab on the Menu bar The Manage Learner Achievements and Perform Credit Check options on the Main menu</li></ul>

Please note: you can only select the user types that you have been granted access to when your organisation was set up as an AO. For instructions on how to create users, please see section 3.4.



## Appendix B – Learner data restrictions

The following restrictions apply during the registration and updating of Learners and must be used in conjunction with the Data Quality Guidance documentation:

### Date of birth

The age of the Learner as derived from the Date of Birth provided must fall within parameters defined within the LRS. These are currently as follows:

- Minimum age = 11 (In line with ICO recommendations, ULNs are generated for rising 13s, but to allow for learners who take general qualification examinations at an earlier age (gifted and talented learners) the parameter is set to 11)
- Maximum age = 110

### Valid names

Valid names must always contain at least one upper case character (A-Z) or one lower case character (a-z). The following characters are permissible in a Valid Name:

- space
- the upper case characters A-Z
- the lower case characters a-z
- ' (normal apostrophe)
- ` (backwards apostrophe)
- - (hyphen)
- . (dot)

No text other than the Name itself (such as text relating to the status of the Name) should be included as part of the Name.

This restriction is applied to the Given Name, Preferred Given Name, Middle Other Name, Family Name, Previous Family Name and Family Name at 16 fields.

### Prohibited postcodes

Postcodes distinctly associated with prisons and offender institutions will be rejected.

This restriction is applied to the Postcode field.

### Prohibited text

LRS has the ability to restrict inappropriate words or phrases so as to prevent entry of data which may subsequently cause the Learner to be discriminated against.

This restriction is applied to all fields. View the [list of prohibited text](#).



## Appendix C – Return codes and descriptions

The list of possible Return codes for Learners is as follows. Each Code has a Description which provides more information on the Result:

Code	Result	Status	Action Required
VRC001	<b>Exact Match</b> - The supplied learner's details exactly match a learner's details held on the system. All of the supplied input data matches exactly that held for that ULN on the Learner Register. For name fields the names, after normalisation of capital and lower case letters.	Successful	None – the ULN has been verified.
VRC002	<b>Exact Linked Match</b> - The supplied learner's details exactly match those held on the Learner Register for that ULN but the Learner has been identified as having been registered with another ULN and a link between the two made on our database. In this case the returned values are for the Learner that has been marked as the master.	Successful	None – the ULN has been verified.
VRC003	<b>Possible Match</b> - The supplied learner's details do not exactly match a learner's details held on the LRS. This will be returned if either or both of the supplied names fuzzy match but do not match what we hold exactly character for character. The date of birth and gender, if supplied, must match those held on the Organisation Portal.  When examining the names entered we do compare double names such as Sally Ann against the name we hold. If any part of the	Probably Successful	You should examine the differences between the supplied information and that which we return. If there is any doubt about the result you should seek clarification from the Learning Provider.



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Code	Result	Status	Action Required
	<p>name matches we will return a possible match.</p> <p>We also compare the input Given Name against a list of common synonyms, for example, Jim would match against James. A synonym match will not return an exact match.</p> <p>We also match the supplied Family Name against previous Family Name held on the Learner Register. A match against a previous Family Name cannot return an exact match.</p>		
VRC004	<b>Possible Linked Match</b> – A possible match has been found against our database in the manner described above but the Learner is linked to another ULN that has been marked as the master. The details returned are for the master ULN.	Probably Successful	None – the ULN has been verified.
VRC005	<b>Learner Does Not Match</b> - The supplied learner's ULN exists on our system but the other details supplied do not match the learner's details held by us. We are not confident the correct learner has been identified. Failure flag(s) will also be displayed. This code will be returned if the gender or date of birth (if supplied), do not match. It will also be returned if either of the names supplied, do not fuzzy match.	Error	Take a note of failure flag descriptions and send a request to the Learning Provider to provide an update either to their submission to you, or the Learner Register, if the latter is incorrect.
VRC006	<b>ULN Not Found</b> - The supplied learner's ULN does not currently exist on our system. Failure flag(s) will also be displayed.	Error	Take a note of failure flag descriptions and send a request to the Learning Provider to provide an update.



## Appendix D – action reasons

### **ULNINVALID**

The qualification was originally submitted with the wrong ULN

### **ACHINVALID**

The qualification was originally submitted with the wrong aim reference number

### **DATINVALID**

The qualification was originally submitted with the wrong achievement award date

### **SUBINERROR**

The individual record was submitted in error

### **BATCHERROR**

All records in a batch were submitted in error.



## Appendix E – Useful links

<a href="#">LRS Service News</a>	A regular newsletter that contains the latest news containing any changes or updates to the service, and any other important information. You can also sign up for emails <a href="#">here</a> .
<a href="#">Batch file toolkit</a>	All documentation required to create a batch file, resolve any problems, upload to the portal and process exceptions. The toolkit includes guides, templates and examples.
<a href="#">Maintenance schedule</a>	A schedule of all outages of the LRS portal and the compatibility site for developers to test. Most outages are during weekends, bank holidays and evenings. In the highly unlikely event that an outage is planned during 8am – 6pm during a normal working day, communications will be sent to super users.
<a href="#">Registration documents</a>	All documentation required to register with the LRS, update your organisation's details, request a new super user account and register as a developer.
<a href="#">Privacy Notices</a>	A short and extended version of the privacy notice to add to your own documentation provided to learners before a ULN is created for them.
<a href="#">Web Services information</a>	Information regarding web services, including what they are and information for developers.
<a href="#">Guidance for learners and parents</a>	Documents that should answer any questions parents and learners have regarding the ULN and personal learning record. We recommend that a link to this page is added to your documentation provided to learners.
<a href="#">UKRLP</a>	The UK Register of Learning Providers. The website is used for training providers to find or create a UKPRN number in order to register with the LRS. Schools will not need to manually register, as a UKPRN is allocated to them.
<a href="#">OfQual</a>	The Ofqual website allows users to search for Awarding Organisations, qualifications, units.
QiW	Qualification in Wales – Welsh qualification and unit provision.



## Appendix F – Glossary

Abbreviation/Term	Explanation
AO	Awarding Organisation
CSV	Comma Separated Values - file format
EDC	Event Data Challenge
Family Name	The surname or family name of the learner
Given Name	The learner's legal forename or the first name
ICO	Information Commissioners Office
ILR	Individualised Learner Record
LRB(s)	Learner Registration Body/Bodies
LRS	Learning Records Service (previously MIAP)
MIS	Management Information System
NPD	National Pupil Database
NQF	National Qualifications Framework
Ofqual	Office of Qualifications and Examinations Regulation
PLR	Personal Learning Record
PN	Privacy Notice (previously Fair Processing Notice)
QiW	Qualification in Wales
RQF	Regulated Qualification Framework
Super User	Responsible for managing users in an organisation
UKPRN	UK Provider Reference Number
UKRLP	UK Register of Learning Providers
ULN	Unique Learner Number