



Date 25 September 2014
Subject LRS Customer Scrutiny Group
Location The TechnoCentre, Coventry University, CV1 2TT
Time 12:00
Publication intent NOT PROTECTIVELY MARKED

Present Robin Gadd (Brockenhurst College & Chair), Carolyn Savage (Skills Funding Agency), Matt Dean (AoC), James Lawrence (Ofqual), Jane Wild (HESA), Stephen McMillan (DfES Wales) Richard Cookson (Skills Funding Agency), Greg Fowler (Skills Funding Agency), Carole Morley (Skills Funding Agency), Theresa Consiglio (DELNI), Caroline Mason (Skills Funding Agency), Jon Dalton (Skills Funding Agency), Joe Billington (Skills Funding Agency), Tahir Saeed (Skills Funding Agency), Mike Birch (EFA), Jenifer Mullins (BIS), Mike Cox (AELP), Ian Morgan (WJEC), Jonathan Couper (AQA), Jeanette Miller – Southampton Local Authority

Dialing in John Ridley (Pearson), Jasmin Masih (Exam Officers Association), Daniel Walker (UCAS)

Apologies Apologies have been received from:
Andrew Harland (Exam Officers Association), Bryan Horne (Ofqual), Craig Strangwick (AEC Awards), Dave Craig (EFA (Mike Birch substituted))

Item 1. Welcome and introductions

- 1.1 The Chair welcomed everyone to the meeting and gave apologies on behalf of absent members. Introductions were made for the benefit of the new attendees to the group.

Item 2. Skills Funding Agency restructure

- 2.1 The Group were presented with an overview of the Skills Funding Agency pre and post-restructure. **Action CSG182A** copy of the presentation to be circulated with the minutes along with a recent organisation chart.
- 2.2 A question was raised regarding the relationship with the EFA and clarification sought. No formal document was available to be presented, however the Agency continues to work closely with the EFA through a Joint Operations Group.

Item 3. Minutes of last meeting

- 3.1 The minutes of the last meeting held on 20th March 2014 were agreed as a true and accurate record.

Item 4. Action log

- 4.1 It was agreed that action points CSG158, CSG176, CSG177, CSG 179, CSG 180, CSG181 can now be closed.
- 4.2 **Action: CSG183:** Named owners should be indicated on the Actions Log from now on.

Item 5. Performance Report & Release Update

- 5.1 The Group was presented with the June 2014 – August 2014 LRS Performance Report (Paper C, part 1)
- 5.2 A number of significant activities were highlighted: Supply chain transformation programme; ongoing improvements to service areas and internal governance arrangements.
- 5.3 The Group was presented with the LRS Release Update (Paper C, part 2)
- 5.4 Questions were invited on both presentations. It was asked whether the measures included in the Service Performance Report may be changed.
Action CGS184: The Group was asked to feedback to the Skills Funding Agency any areas they would like included in the report in future

Item 6. Security Forum Update

- 6.1 The Group was presented with the report from the Security Forum (Paper D) for the last two quarters.
- 6.2 It was explained that following the Agency's reform the Terms of Reference (ToR) for this group would be reviewed. Input from the Awarding Organisations would be sought. It was emphasised that there were no immediate plans to change the set-up but the review may propose new arrangements.
- 6.3 The Forum are reviewing what constitutes a security incident or breach and are focussing on issues which have a major impact
- 6.4 A key focus over the coming quarter will be updating the Risk Management Accreditation Document Set (RMADS).

- 6.5 Questions were invited from the Group, HESA requested an update on ID assurance and this was given by the Skills Funding Agency via a presentation (Paper C, part2).
- 6.6 It was asked of the Skills Funding Agency what percentage of 16-18 year olds they thought would not use the ID Assurance given the need to visit a post office, it was acknowledged that there is significant work to be done in this area and that help would be welcome especially in influencing schools. An offer of assistance was made by HESA.
- 6.7 Discussion followed surrounding how to engage teachers and careers advisers to potentially validate the identity of their learners.

Item 7. Data Management Update

- 7.1 The Group were presented with a Data Management Updated (Paper E) and Data headline report (Annex A)
- 7.2 The percentage of 'possible matches' for Search by Demographics has levelled out at around 20%, ways of reducing this further are being investigated by the Agency. It may be possible to utilise an external tool that is being trialled by the Agency to support improved data matching. As information becomes available this will be fed-back through the Data Advisory Group (DAG)
- 7.3 The percentage of 'exact matches' for Verify Learner by ULN has increased to over 99% as usage of the system by Awarding Organisations and schools has increased. Increased usage has driven significant increases in data, quality and matching results.
- 7.4 An update was given on the loading of achievement data to the PLR during the 2014 summer series of GCSE, 'AS' and 'A' level results. The totals had now levelled out at just over 80% of the total number of achievements reported on the JCQ website. The Awarding Organisations were formally thanked for their work in achieving the increased achievement loads this year.
- 7.5 The next step is for the LRS to identify and try to understand the 20% shortfall. The Skills Funding Agency has written out to the larger Awarding Organisations as to why they have not uploaded some of their qualifications for example, what percentage are from independent schools or overseas learners who would not currently have a ULN and therefore would not have their achievement loaded?
- 7.6 Comments were invited from attendees on the best way for the LRS to understand the make-up of the 20%
- 7.7 It was asked whether it is known how many children are in independent schools where there is no mandatory obligation to submit a return. It was suggested that DfE may be able to assist. **Action CSG185:** Awarding Organisations to identify the make-up of qualifications that are not being uploaded to the LRS and whether these are from the independent sector, overseas learners or other. AO's to respond to caroline.mason@sfa.gov.uk
- 7.8 The group were presented with the Welsh Government Change Request (Paper E, Annex B) which had been recommended for approval by the DAG.

The Chair invited queries, questions and concerns – none were raised. Agreement was reached by members and the Change Request was approved.

Item 8. PLR Pilot

- 8.1 The Group was given an overview of the approach taken to the promotion of the PLR whereby 5000 learners were contacted and encouraged to access their PLR. Discussion followed regarding future promotion activities, it was requested that members share their views with Skills Funding Agency colleagues.
- 8.2 A suggestion was made that interviews should be carried out with those who took part.
- 8.3 Discussions took place regarding using email as a contact tool; it was advised that if they were college email addresses many have 'ramped-up' their firewalls so messages may not have got to them.
- 8.4 Discussion about the use of texting in future.
- 8.5 It was agreed that an update of the PLR Pilot would be given at the next meeting. **Action CSG186:** Skills Funding Agency

Item 9. Supply Chain Transformation

- 9.1 A verbal update was given of the impact of the Agency's reorganisation, the change of its IT operating systems and kit and the transformation process. Members were asked to make their members aware that they may experience 'out of office' messages while colleagues IT systems are migrated.
- 9.2 There are 2 services in tranche 2 that affect this group both of which are on track; they will be migrating to a new hosting provider and application management supplier (i) National Apprenticeship Service is due to migrate on 6th October (ii) National Careers Service is due to migrate on the 20th October.
- 9.3 LRS Migration: CGI were the IT supplier providing hosting and the first line Service Desk, their contract expires at the end of November. The frontline helpdesk will be managed by Phoenix, a new supplier who the Agency are working very closely with to ensure a smooth transition however members may experience some disruption to service.
- 9.4 IDA Service stays with CGI and support will be provided until March 2015.
- 9.5 An update will be provided at the next meeting. **Action CSG187:** Skills Funding Agency

Item 10. LRS Service Charter Update

- 10.1 The Group was presented with the Service Charter Update (Paper F), it was explained that the paper was presented as a marked-up copy so that the Group may see the planned changes.
- 10.2 Changes include a change to the hours, evidence shows 1% of calls are received outside of standard hours.

- 10.3 24/7 technical support remains.
- 10.4 The service can be ramped-up at particularly busy times if planned in advance.
- 10.5 Escalation points have been changed including email addresses, names have been removed in favour of generic job titles
- 10.6 It was confirmed that Carole Morley is the Head of Business IT rather than Una Bennett,
- 10.7 The group were invited to feedback any 'pinch points' – none were raised. The group were then encouraged to make Carole aware of any should they think of any at a later time or date. **Action CSG188:** All to feedback as appropriate.

Item 11. Any other business

- 11.1 HESA advised that the HEDDIP steering group would be sitting soon.
- 11.2 The Chair thanked everyone for attending the meeting.

Item 12. Date of next meeting

- 12.1 The next meeting of the Committee will take place at 10.30 on **Monday 8th December 2014** in the Media Suite, Cheylesmore House, Quinton Road, Coventry, CV1 2WT.

Meeting chair	Robin Gadd
Minutes creator	Dena Read
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