Event Data Challenges

Data challenge background and resolution

Background

How the Business Support team deal with data challenges

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What are shared ULNs?

Shared ULNs is a ULN number that is being used by more than one learner. This happens when a ULN is returned as a possible match (some demographics match). The most common types of shared ULNs are:

- Twins

- Siblings

- Parent and child with the same or similar names

- Two learners with the same or similar name, the same date of birth but different postcodes

How shared ULNs are identified

Shared ULNs are usually identified:

- Through AO validation for exam entries

- By a learning provider challenging qualifications on a record

- By the learning provider querying the learner details

- From the census returns

- Using a reporting tool that identifies possible shared ULNs by the changing demographics

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LRS Business Support responsibilities

Data challenge received/ identified

Check for suspicious updates

Are there any suspicious updates?

— Yes → Contact the school who most recently updated/ searched for the incorrect learner details

No

Check for suspicious searches

User to create new ULN for their learner and update AOs

Are there any AO source qualifications to be transferred?

— No →

Yes

Raise data challenges for the qualifications to be transferred

Are there any other source qualifications to be transferred?

No

Yes

Send the qualifications to the AMS team to transfer

Process end

1-4 weeks

Awarding Organisation responsibilities

Up to 5 weeks

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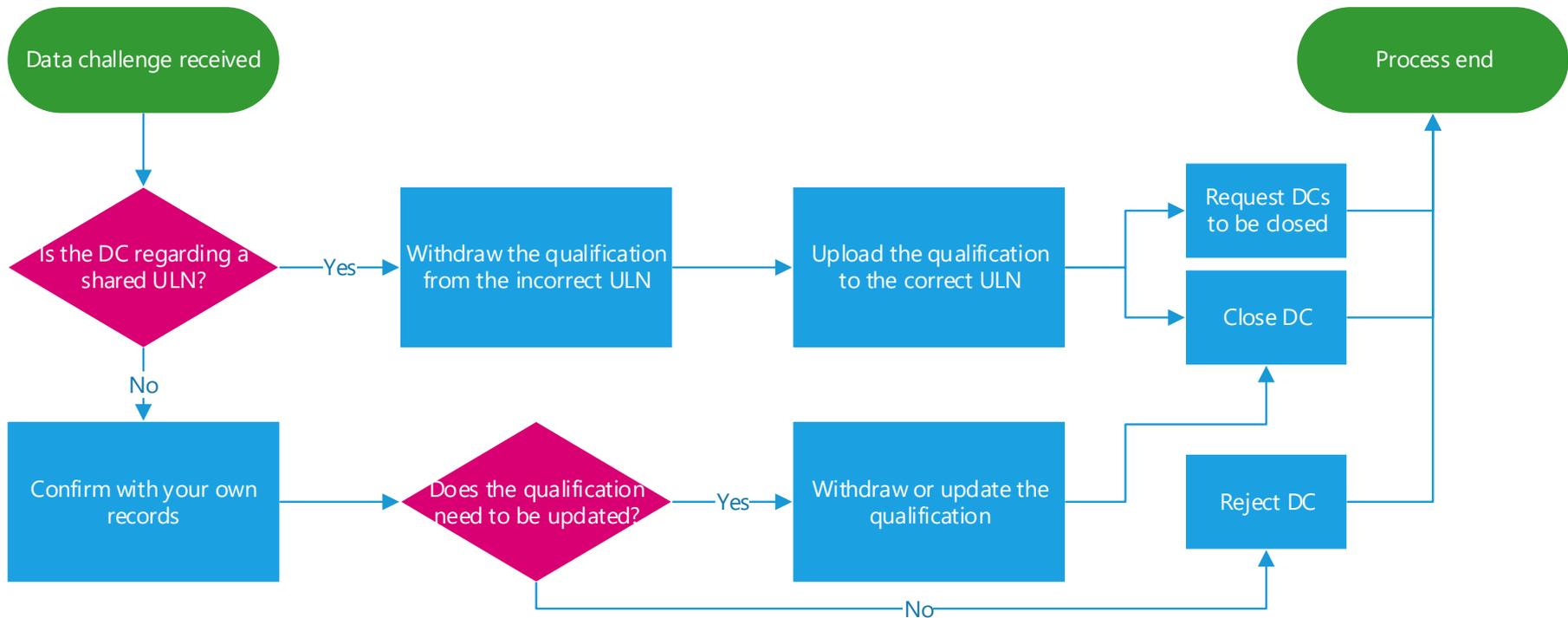
How to view a data challenge

The Business Support team will send out a weekly report of all data challenges, but these can also be viewed in the portal. These contain the learner details, qualification details and user comments.

All data challenges are reviewed by the Business Support team before they are sent to the Awarding Organisation for action.

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How to view a data challenge

Go to the Achievement Management tab

How to view a data challenge

Select Achievement Management from the left hand menu

How to view a data challenge

Select Event Data Challenges from the left hand menu

How to view a data challenge

From this page, you can change the drop down menu to view any that are in progress or already complete.

By selecting "Process", you can view more details of the data challenge. Note that this will automatically change the status to "In Progress"

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Types of data challenge

There are 3 main types of data challenge

- Transfer achievement (shared ULN)

- Update achievement (request update to a grade)

- Withdraw achievement (learner is disputing the qualification)

Only the requests to transfer a ULN will be verified by the Business Support team. However, if the two learners have the same name, we will provide the details given by the learning provider.

No validation is done for updates to achievements or disputed qualifications. These will need to be verified by the Awarding Organisation before accepting/rejecting.

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Request to transfer a qualification

These will be raised only if the ULN was previously shared by two different learners, and are the majority of data challenges raised in the system. Any that have been raised by the Business Support team will follow standard text:

"*Qualification was uploaded to the incorrect ULN. Please transfer to the correct ULN - 1234567890, Joe Bloggs*"

These qualifications will need to be withdrawn from the incorrect ULN (the one in the data challenge reference) and uploaded to the correct ULN (the one in the user comments).

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Request to update a qualification

These will be raised by the learning providers on behalf of the learners, and will need to be verified before action is taken. The most common types of request are:

- Request to add a grade (grade shown as N/A or blank)
- Request to update a grade (the paper was remarked resulting in a different grade)

These qualifications will need to be updated in the system using the original ULN (the one in the data challenge reference).

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Request to update a qualification

Here are some real examples of requests to update a qualification:

"Learner resat her GCSE Maths Qualification in November 2015 and received a grade C."

"Student has produced certificate to indicate they have achieved a grade C rather than D"

"Qualification has an award date but no grade. Grade required to confirm learner has achieved this"

"Paper was remarked as student has used separate paper for lap top and marker had not seen this!"

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Request to withdraw a qualification

These will be raised by the learning providers on behalf of the learners, and will need to be verified before action is taken. The most common types of request are:

- The learner enrolled but did not complete the qualification
- The learner's details were submitted mistakenly

A request to remove a qualification that was completed but were failed (e.g. grade F) does not need to be actioned. This can be rejected.

These qualifications will need to be withdrawn in the system using the original ULN (the one in the data challenge reference).

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Request to withdraw a qualification

Here are some real examples of requests to withdraw a qualification:

"Initially claimed Level 3 incorrectly due to two registrations number and names being very similar and then emailed exam board to amend. I received a confirmation that this had been amended and the certificates arrived with the correct information on. Unfortunately on the PLR it is showing Level 3 and Level 1 when it should only be Level 1."

"This qualification was claimed in error. The learner only attended one day of learning and then left the course. The overall PASS for Level 1 Award has been challenged and deleted. As this unit was part of the course it also needs to be deleted."

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Manually updating qualifications on the portal

How to update, create and withdraw qualifications directly on the LRS Organisation Portal

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How to create a new a qualification

Go to Achievement Management and select "Create Achievement"

How to create a new a qualification

Enter the learner and qualification details and select "Create Achievement"

How to create a new a qualification

You should see a confirmation message

How to update an existing qualification

Go to the Achievement Management tab and select Update Achievement

How to update an existing qualification

**Enter the details of the qualification that needs to be amended
and select "Find Achievement to Update"**

How to update an existing qualification

Edit the details of the qualification that need updating and select "Update Achievement"

How to update an existing qualification

You should see a confirmation message

How to withdraw an existing qualification

Go to the Achievement Management tab and select Withdraw Achievement

How to withdraw an existing qualification

Enter the details of the qualification that needs to be withdrawn and select "Find Achievement to withdraw"

How to withdraw an existing qualification

Add in the Action Date and the Action Reason, then select "Withdraw achievement"

How to withdraw an existing qualification

You should see a confirmation message

Updating multiple qualifications using a batch file

How to manage qualifications in large quantities

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Types of batch file

There are 3 types of batch files

- LRB (used by Learning Providers to create or update ULNs)

- VLD (used by Awarding Organisations to validate ULNs)

- QCF (used by Awarding Organisations to manage achievements)

This guide will only cover QCF batch files.

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Batch file format

Batch files will only be accepted if they are in a specific format

The first row should contain the following information (with no headers):

- A   Number of records*

- B   RITS number*

- C   Notification email address

- D   Submission type (this should always be "Final")

* Mandatory field

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Batch file format

The subsequent rows should contain:

- A   MIS Identifier

- B   ULN*

- C   Provider UKPRN

- D   Unit or Aim code*

- E   Award Date*

- F   Grade

- G   Language for assessment[1]

* Mandatory field

[1] See full specification for accepted values

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Batch file format

- H   Given Name*

- I   Family Name*

- J   Learner postcode

- K   Learner date of birth

- L   Learner gender[1]

- M   Action*[1]

- N   Action Date*

- O   Action Reason**[1]

* Mandatory field

** Mandatory only if Action Date is 3 - Withdraw

[1] See full specification for accepted values

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Batch file example

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	1	RN5226	catrin.jones@education.gov.uk	Final											
2		1568359179		A/501/4336	08/02/2016	Competent	eng	Sally	Thomas	04/05/2000		1	1	08/02/2016	

Validating a batch file

Batch files will only be accepted if they have been validated to meet the specific format

For external systems, this validation is already completed before the file is sent through/downloaded.

Batch files can also be validated by running them through the [Validation Tool](). This method shows the manual validation of a file.

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Validating a batch file

1. Convert the format of all dates

For all columns containing a date, you will need to:

- Highlight all cells that contain dates

- Right click and select "Format cells"

- Select "Custom" from the category

- Type in "yyyy-mm-dd"
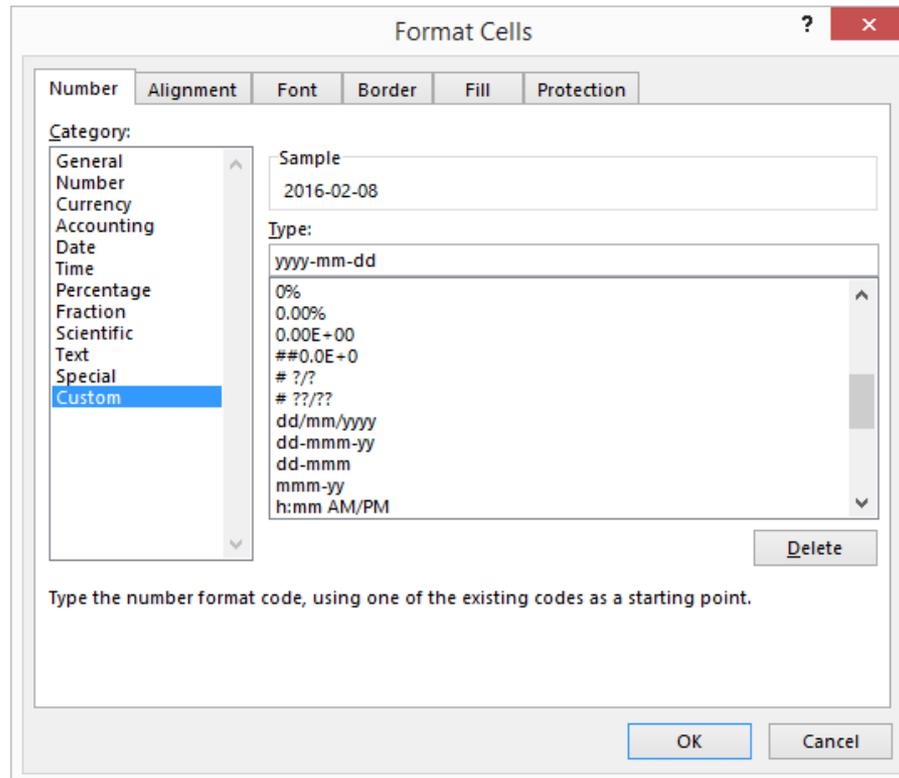
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Validating a batch file

1. Convert the format of all dates

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Validating a batch file

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	18	RN5226	catrin.jon	Final											
2		5074523736		500/4568/4	2016-08-25	D		Euan	Brown				3	2016-08-25	ULNINVALID
3		5074523736		600/0885/4	2016-08-25	C		Euan	Brown				3	2016-08-25	ULNINVALID
4		5074523736		600/9506/4	2016-08-25	D		Euan	Brown				3	2016-08-25	ULNINVALID
5		5074523736		601/3160/3	2016-08-25	C		Euan	Brown				3	2016-08-25	ULNINVALID
6		1756814383		500/8510/4	2014-08-21	F		Chloe	Robinson				3	2014-08-21	ULNINVALID
7		1756814383		600/9506/4	2015-08-20	C		Chloe	Robinson				3	2015-08-20	ULNINVALID
8		1756814383		600/0886/6	2015-08-20	C		Chloe	Robinson				3	2015-08-20	ULNINVALID
9		1756814383		600/0889/1	2015-08-20	C		Chloe	Robinson				3	2015-08-20	ULNINVALID
10		1756814383		600/0891/X	2015-08-20	C		Chloe	Robinson				3	2015-08-20	ULNINVALID
11		2520295049		500/4568/4	2016-08-25	D		Euan	Brown				1	2016-08-25	
12		2520295049		600/0885/4	2016-08-25	C		Euan	Brown				1	2016-08-25	
13		2520295049		600/9506/4	2016-08-25	D		Euan	Brown				1	2016-08-25	
14		2520295049		601/3160/3	2016-08-25	C		Euan	Brown				1	2016-08-25	
15		5455286659		500/8510/4	2014-08-21	F		Chloe	Robinson				1	2014-08-21	
16		5455286659		600/9506/4	2015-08-20	C		Chloe	Robinson				1	2015-08-20	
17		5455286659		600/0886/6	2015-08-20	C		Chloe	Robinson				1	2015-08-20	
18		5455286659		600/0889/1	2015-08-20	C		Chloe	Robinson				1	2015-08-20	
19		5455286659		600/0891/X	2015-08-20	C		Chloe	Robinson				1	2015-08-20	

1. Convert the format of all dates

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Validating a batch file

2. Add a symbols to define the beginning and end of a row

- Add a $ to the beginning of all values in column A *

- Add a $ to the end of all values in column D/O

* If you have added an MIS identifier to column A, create a new column and add only $ to all rows.

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Validating a batch file

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	$18	RN5226	catrin.jones@education.gov.uk	Final$											
2	$	1568359179		500/4568/4	2017-08-25	D		Sally	Thomas				3	2017-08-25	ULNINVALID$
3	$	1568359179		600/0885/4	2017-08-25	C		Sally	Thomas				3	2017-08-25	ULNINVALID$
4	$	1568359179		600/6506/4	2017-08-25	D		Sally	Thomas				3	2017-08-25	ULNINVALID$
5	$	1568359179		601/3160/3	2017-08-25	C		Sally	Thomas				3	2017-08-25	ULNINVALID$
6	$	1756814381		500/8510/4	2017-08-25	F		Chloe	Robinson				3	2017-08-25	ULNINVALID$
7	$	1756814381		600/9506/4	2017-08-25	C		Chloe	Robinson				3	2017-08-25	ULNINVALID$
8	$	1756814381		600/0886/6	2017-08-25	C		Chloe	Robinson				3	2017-08-25	ULNINVALID$
9	$	1756814381		600/0889/1	2017-08-25	C		Chloe	Robinson				3	2017-08-25	ULNINVALID$
10	$	1756814381		600/0891/X	2017-08-25	C		Chloe	Robinson				3	2017-08-25	ULNINVALID$
11	$	1568359179		500/4568/4	2017-08-25	D		Sally	Thomas				1	2017-08-25	$
12	$	1568359179		600/0885/4	2017-08-25	C		Sally	Thomas				1	2017-08-25	$
13	$	1568359179		600/9506/4	2017-08-25	D		Sally	Thomas				1	2017-08-25	$
14	$	1568359179		601/3160/3	2017-08-25	C		Sally	Thomas				1	2017-08-25	$
15	$	1756814381		500/8510/4	2017-08-25	F		Chloe	Robinson				1	2017-08-25	$
16	$	1756814381		600/9506/4	2017-08-25	C		Chloe	Robinson				1	2017-08-25	$
17	$	1756814381		600/0886/6	2017-08-25	C		Chloe	Robinson				1	2017-08-25	$
18	$	1756814381		600/0889/1	2017-08-25	C		Chloe	Robinson				1	2017-08-25	$
19	$	1756814381		600/0891/X	2017-08-25	C		Chloe	Robinson				1	2017-08-25	$

2. Add a symbols to define the beginning and end of a row

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Validating a batch file

3. Save the file

When saving the file, select "CSV (Comma delimited) (*.csv)" from the "Save as type" drop down menu.

For the name of the file, you will need to follow a specific format:

QCF_XXXXXXXX_YYYY-MM-DD_nnn.CSV

Where:

XXXXXXXX	UKPRN
YYYY	year
MM	month
DD	day
nnn	number of submissions

Note that the .CSV must be in capitals

Validating a batch file

3. Save the file

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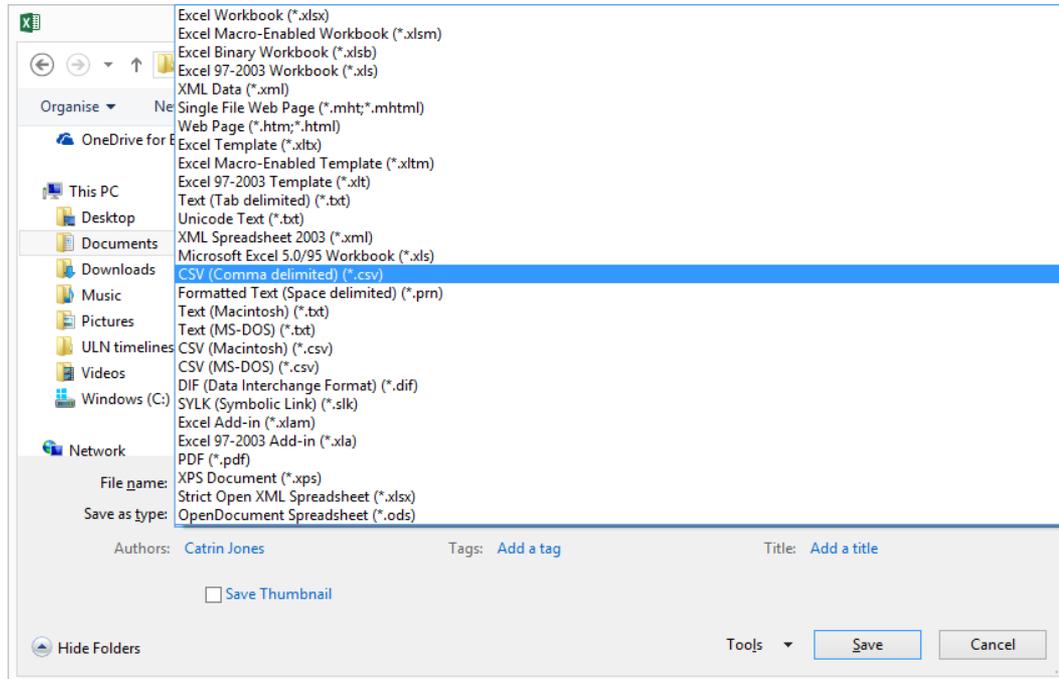
Validating a batch file

4. Open the file in Notepad or Wordpad

- Find the file in File Explorer

- Right click on the file

- Select "Open With" > "Notepad" or "Wordpad"

If you are unable to select either of these, open the program then select "Open" from the menu instead.

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Validating a batch file

```
 1  $18,RN5226,catrin.jones@education.gov.uk,Final$,,,,,,,,,,,,
 2  $,1568359179,,500/4568/4,2017-08-25,D,,Sally,Thomas,,,,3,2017-08-25,ULNINVALID$
 3  $,1568359179,,600/0885/4,2017-08-25,C,,Sally,Thomas,,,,3,2017-08-25,ULNINVALID$
 4  $,1568359179,,600/6506/4,2017-08-25,D,,Sally,Thomas,,,,3,2017-08-25,ULNINVALID$
 5  $,1568359179,,601/3160/3,2017-08-25,C,,Sally,Thomas,,,,3,2017-08-25,ULNINVALID$
 6  $,1756814381,,500/8510/4,2017-08-25,F,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
 7  $,1756814381,,600/9506/4,2017-08-25,C,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
 8  $,1756814381,,600/0886/6,2017-08-25,C,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
 9  $,1756814381,,600/0889/1,2017-08-25,C,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
10  $,1756814381,,600/0891/X,2017-08-25,C,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
11  $,1568359179,,500/4568/4,2017-08-25,D,,Sally,Thomas,,,,1,2017-08-25,$
12  $,1568359179,,600/0885/4,2017-08-25,C,,Sally,Thomas,,,,1,2017-08-25,$
13  $,1568359179,,600/9506/4,2017-08-25,D,,Sally,Thomas,,,,1,2017-08-25,$
14  $,1568359179,,601/3160/3,2017-08-25,C,,Sally,Thomas,,,,1,2017-08-25,$
15  $,1756814381,,500/8510/4,2017-08-25,F,,Chloe,Robinson,,,,1,2017-08-25,$
16  $,1756814381,,600/9506/4,2017-08-25,C,,Chloe,Robinson,,,,1,2017-08-25,$
17  $,1756814381,,600/0886/6,2017-08-25,C,,Chloe,Robinson,,,,1,2017-08-25,$
18  $,1756814381,,600/0889/1,2017-08-25,C,,Chloe,Robinson,,,,1,2017-08-25,$
19  $,1756814381,,600/0891/X,2017-08-25,C,,Chloe,Robinson,,,,1,2017-08-25,$
```

4. Open the file in Notepad or Wordpad

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Validating a batch file

```
1   $18,RN5226,catrin.jones@education.gov.uk,Final$,,,,,,,,,,,,
2   $,1568359179,,500/4568/4,2017-08-25,D,,Sally,Thomas,,,,3,2017-08-25,ULNINVALID$
3   $,1568359179,,600/0885/4,2017-08-25,C,,Sally,Thomas,,,,3,2017-08-25,ULNINVALID$
4   $,1568359179,,600/6506/4,2017-08-25,D,,Sally,Thomas,,,,3,2017-08-25,ULNINVALID$
5   $,1568359179,,601/3160/3,2017-08-25,C,,Sally,Thomas,,,,3,2017-08-25,ULNINVALID$
6   $,1756814381,,500/8510/4,2017-08-25,F,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
7   $,1756814381,,600/9506/4,2017-08-25,C,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
8   $,1756814381,,600/0886/6,2017-08-25,C,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
9   $,1756814381,,600/0889/1,2017-08-25,C,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
10  $,1756814381,,600/0891/X,2017-08-25,C,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
11  $,1568359179,,500/4568/4,2017-08-25,D,,Sally,Thomas,,,,1,2017-08-25,$
12  $,1568359179,,600/0885/4,2017-08-25,C,,Sally,Thomas,,,,1,2017-08-25,$
13  $,1568359179,,600/9506/4,2017-08-25,D,,Sally,Thomas,,,,1,2017-08-25,$
14  $,1568359179,,601/3160/3,2017-08-25,C,,Sally,Thomas,,,,1,2017-08-25,$
15  $,1756814381,,500/8510/4,2017-08-25,F,,Chloe,Robinson,,,,1,2017-08-25,$
16  $,1756814381,,600/9506/4,2017-08-25,C,,Chloe,Robinson,,,,1,2017-08-25,$
17  $,1756814381,,600/0886/6,2017-08-25,C,,Chloe,Robinson,,,,1,2017-08-25,$
18  $,1756814381,,600/0889/1,2017-08-25,C,,Chloe,Robinson,,,,1,2017-08-25,$
19  $,1756814381,,600/0891/X,2017-08-25,C,,Chloe,Robinson,,,,1,2017-08-25,$
```

5. Remove all commas from the top row after the $

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Validating a batch file

6. Use Find and Replace to update the special characters

- Press CTRL + H to open the "Find and Replace" screen

- Find all $ characters and replace with "

  - Note: if you have added in a new column due to the MIS Identifier, find $" and replace with "

- Select Replace All

- Find all , characters and replace with ","

- Select Replace All

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Validating a batch file

6. Use Find and Replace to update the special characters

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```
1   "18","RN5226","catrin.jones@education.gov.uk","Final"
2   "","1568359179","","500/4568/4","2017-08-25","D","","Sally","Thomas","","","","3","2017-08-25","ULNINVALID"
3   "","1568359179","","600/0885/4","2017-08-25","C","","Sally","Thomas","","","","3","2017-08-25","ULNINVALID"
4   "","1568359179","","600/6506/4","2017-08-25","D","","Sally","Thomas","","","","3","2017-08-25","ULNINVALID"
5   "","1568359179","","601/3160/3","2017-08-25","C","","Sally","Thomas","","","","3","2017-08-25","ULNINVALID"
6   "","1756814381","","500/8510/4","2017-08-25","F","","Chloe","Robinson","","","","3","2017-08-25","ULNINVALID"
7   "","1756814381","","600/9506/4","2017-08-25","C","","Chloe","Robinson","","","","3","2017-08-25","ULNINVALID"
8   "","1756814381","","600/0886/6","2017-08-25","C","","Chloe","Robinson","","","","3","2017-08-25","ULNINVALID"
9   "","1756814381","","600/0889/1","2017-08-25","C","","Chloe","Robinson","","","","3","2017-08-25","ULNINVALID"
10  "","1756814381","","600/0891/X","2017-08-25","C","","Chloe","Robinson","","","","3","2017-08-25","ULNINVALID"
11  "","1568359179","","500/4568/4","2017-08-25","D","","Sally","Thomas","","","","1","2017-08-25",""
12  "","1568359179","","600/0885/4","2017-08-25","C","","Sally","Thomas","","","","1","2017-08-25",""
13  "","1568359179","","600/9506/4","2017-08-25","D","","Sally","Thomas","","","","1","2017-08-25",""
14  "","1568359179","","601/3160/3","2017-08-25","C","","Sally","Thomas","","","","1","2017-08-25",""
15  "","1756814381","","500/8510/4","2017-08-25","F","","Chloe","Robinson","","","","1","2017-08-25",""
16  "","1756814381","","600/9506/4","2017-08-25","C","","Chloe","Robinson","","","","1","2017-08-25",""
17  "","1756814381","","600/0886/6","2017-08-25","C","","Chloe","Robinson","","","","1","2017-08-25",""
18  "","1756814381","","600/0889/1","2017-08-25","C","","Chloe","Robinson","","","","1","2017-08-25",""
19  "","1756814381","","600/0891/X","2017-08-25","C","","Chloe","Robinson","","","","1","2017-08-25",""
```

6. Use Find and Replace to update the special characters

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Validating a batch file

The file should now be validated

Ensure that you:

- Do not open the file in Excel before uploading (as the formatting will be lost)

- Have named the file correctly, with the CSV in capitals

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Uploading a batch file

You will need to ensure the following before uploading a file to the LRS Organisation Portal

- You have a valid log-in to the system (Note: using a colleague's account is against the LRS security policy)

- The information in the file is correct

- The file has been formatted as specified, and no changes have been made since the file was saved.

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Uploading a batch file

Go to Achievement Management and select "Submit Achievements Batch"

Uploading a batch file

Select "Browse" to find the formatted file, then select "Upload file"

Uploading a batch file

The file will be processed by the system. The time will depend on:

- The number of records
- The amount of errors in the file (e.g. invalid ULNs)
- The number of other files currently being processed by the system

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Viewing an existing batch file

Go to Achievement Management and select "View Achievements Batch"

For additional information

Contact the Service Desk

- By phone: 0345 602 2589

- By email: lrssupport@sfa.bis.gov.uk

For the full specifications

- https://www.gov.uk/government/publications/lrs-batch-toolkit-for-awarding-organisations

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