Education & Skills Funding Agency

LRB User Guide

February 2019

Audience: LRB Users

Contents

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1. Introduction

1.1 Overview

This document is intended to provide Learning/Training Provider with instructions on how to use the LRS to search and register your learners for Unique Learner Numbers (ULN) and also view their achievements on the Personal Learning Record (PLR).

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 training organisations to;

- Register as a recognised training provider with UK Register of Learning Providers (**UKRLP**). The system brokers key information which is shared across different government agencies.

- Collect Unique Learner Numbers **(ULNs)** on behalf of learners aged 14 and above. The ULN is a 10-digit reference number linked to a learner's PLR.

- Access on-line, learner participation and achievement data through the Personal Learning Record **(PLR)** to support education/career information, advice and guidance.

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 Organisation Agreement.

These documents taken together frame and detail the responsibilities imposed upon the Learner Registration Body. Ensuring proper practice in handling personal data is a requirement of learning providers, although there is no standard model of practice across the sector.

1.3 High level view of the LRS

Education & Skills Funding Agency

Sign up

Learning Provider must register with the UK Register of Learning Providers
www.ukrlp.co.uk
Schools must be registered on Edubase, which will automatically generate a UKPRN number
www.education.gov.uk/edubase

↓

Once a UKRLP has been received, your organisation must nominate a super user for the service and complete:
Organisation Registration Form
Learning Provider Agreement
All users must agree to the terms of the User Agreement.

↓

The organisation will be registered on the LRS portal and the nominated super user will be set up with an account.

Capture learner details and obtain ULNs

Learners who are in state-funded schools and are in school year 9 will have a ULN automatically generated for them from the details in the school census using the S2S/DEWi service.

Learners present at a FE Learning Provider with knowledge of their ULN

Learning Provider gathers the ULN, given name and family name required to search for a learner

Learning Provider verifies the learner's identity, collects an email address for the learner and shows them the Privacy Notice in readiness to update the LRS Organisation Portal.

Learners present at a FE Learning Provider without knowledge of their ULN

Learning Provider gathers the 5 key personal demographics to search/register the learner

Learning Providers work through the portal/web services or send batch files to the LRS to search/create ULNs. If possible update the relevant fields to allow access to the PLR.

ULN obtained and communicated

Successful (RC001-RC005)

Error exception (RC006-RC011)

ULN confirmed

ULN created

Check the personal details/ULN with the learner

ULN communicated to learner

Learner details updated

Learning Providers send through updates with the learner's ULN to the LRS, so that demographics and other relevant fields can be updated.

Learners register with an Awarding Body or examinations

Awarding Organisation verify learner's ULN using ULN, given name and family name

Successful

Error

ULN confirmed for learner

Awarding Organisation request provider check personal details and ULN for the learner

Awarding Organisations verify learners ULNs

1.4 Security Requirements

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.

Note: raising a data challenge via the LRS portal is deemed as a secure method, and you are able to add learner information to the additional comments box without causing a security breach.

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.

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 "Learner Management" option.

- 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 "Learner 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.

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> 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
    - o Change in personal details (name, email address, phone number)
    - o Change in role (permission changes)
- Resolve access problems. This includes
    - o Reinstating user accounts
    - o Suspending user accounts
    - o Resetting passwords
    - o **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:
    - o who no longer require access
    - o have more than one account or
    - o 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.

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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 new passwords must now be at least eight characters long and must be made up of at least three of the following four character types:

- An upper case letter
- A lower case letter
- A number
- A special character

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?*
  - o 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?*
  - o 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?*
  - o 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?*
  - o 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?*
  - o 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, and how to process any exceptions returned.

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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.

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- 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 user(s) 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. ULN management

4.1 Overview

This section of the guide tells you how to obtain and manage Unique Learner Numbers (ULNs) through the LRS Organisation Portal.

Once your organisation has registered with the LRS, you need to decide the best approach for managing your ULNs. 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.

4.2 Using the portal (manual)

4.2.1 Search for ULN using personal details

Before registering a new ULN the system will perform a find to check if a ULN already exists for the individual.

From the top of the Organisation Portal:

- Select 'Learner Management'
- Select 'Find a learner' - You can see the 'Find a Learner' which contains two forms. You need to work with the right hand form 'Find by Personal Details'
- Enter the **Mandatory fields**:
  - o 'Given name' and 'Family name' of the learner whose ULN you are looking for
  - o 'Date of birth' from the drop down menu.
  - o Select the 'Gender' from the drop-down menu.
  - o Enter the last known 'Postcode'. As a last resort use the ZZ99 9ZZ – if there is no possibility of obtaining a postcode from the learner.
- Enter the **Optional fields** (to help increase the chances of finding a ULN where one exists include the following):
  - o Preferred Given Name
  - o Middle Names
  - o Email Address

- o Unique Pupil Number (UPN) – (only available to schools for learner aged under 16)
- o Universal Candidate Identifier (UCI)

- Select 'Search.' The results screen is displayed

- Check the details you entered as you can amend the details and 'Search again'. Take a look at Appendix B for more tips on searching for learners.

- The search results will either be: 'Match', 'No Match', 'Possible match' or 'Too many matches'.

- Where the result type is a 'Match', 'Possible Match' or 'Too many matches', and there are differences in the information entered in the search against the record(s) returned those fields will be highlighted with a red underline.

- The 'Info on Data Match' column provides details where the fields did not match exactly.

- Where there is a "Yes" in the 'Has linked Record(s)' column, this indicates that there is a linked record (which may have subtly different details to the Master that is displayed). The differences in the data will not be highlighted.

4.2.2 Result type is Match

Where the result type is a match, check the record returned, by viewing the expanded details section (selecting +) next to the record. The PLR can also be viewed to help confirm if the record belongs to your learner, by clicking on select learner and pressing the 'View PLR' button.

If the record returned is your learner, click on 'Select Learner' and press 'Continue'. Where there are no red underlines, the View learner profile page is opened.

Your search results: Match

Collapse all Expand all   How do I report a ULN problem?

	Given name	Family name	Date of birth	Gender	Postcode	Has Linked Record(s)	Info on Data Match	Select Learner
+	louis	maddox	02 Jan 1950	Male	PA4 9LH	No	ℹ	⦿

If your learner is not displayed above, click on this option and press continue ◯

Can't find the learner you're looking for?   **View PLR**   **Continue**

Where there are red underlines:

Your search results: Match

While some fields may be different, we strongly recommend this is your learner.

Collapse all Expand all   How do I report a ULN problem?

	Given name	Family name	Date of birth	Gender	Postcode	Has Linked Record(s)	Info on Data Match	Select Learner
+	louis	maddox	02 Jan 1950	Male	PA4 9LH	No	🛈	⦿

If your learner is not displayed above, click on this option and press continue ⦿

Can't find the learner you're looking for?   **View PLR**   **Continue**

When you click on 'Select Learner' and press 'Continue' the 'Compare and update profile' page is displayed with the ULN:

Compare and update profile

The ULN for your learner is **4455691633**

Your search details have differences to the selected record. Please update the profile where appropriate.

Current profile		**Searched details showing differences**		
				Update
Given name *	louis	Given name *	louis	
Preferred given name		Preferred given name		
Middle name(s)		Middle name(s)		
Family name *	maddox	Family name *	madox	☑
Previous family name		Previous family name		
Date of birth *	02 Jan 1950	Date of birth *	02 Jan 1950	
Gender *	Male	Gender *	Male	
Address line 1		Address line 1		
Address line 2		Address line 2		
Town		Town		
County		County		
Postcode *	PA49LH	Postcode *	pa4 9lh	
Email		Email		
UCI		UCI		

Do not save changes   **Save changes**

This page provides the ability to update the learner profile with the details entered in the search if this is the most up to date information for the learner. The fields that are different are automatically flagged with a tick. If the tick is removed and the 'Save changes' button is selected, the changes will not be saved. If the tick is kept, and the Save changes' button is selected, the changes are saved and the Learner profile page is displayed with the updated information. Selecting 'Do not save changes' will open the learner profile.

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Where the result is a 'Match', and the record returned is not your learner, select 'If your learner is not displayed above, click on this option and press continue'. Click on the "Continue" button.

Your search results: Match

While some fields may be different, we strongly recommend this is your learner.

Collapse all Expand all   How do I report a ULN problem?

	Given name	Family name	Date of birth	Gender	Postcode	Has Linked Record(s)	Info on Data Match	Select Learner
+	louis	maddox	02 Jan 1950	Male	PA4 9LH	No	🛈	○

If your learner is not displayed above, click on this option and press continue ⦿

Can't find the learner you're looking for?   View PLR   Continue

The below message is displayed. If your learner genuinely has the same information, please contact the helpdesk to register the learner.

Record already exists

The details you entered match an existing record. To register this learner please contact the helpdesk on 0345 602 2589.

Close

4.2.3 Result type is Possible Match

Where the result type is a possible match, this may be because:

- The learner already has a ULN

- The learner has a twin, sibling, parent or other relative with an existing ULN

- There is another learner in the system with similar demographics (e.g. different postcode)

You should always check the demographics carefully by using the expanded details section (selecting +) next to the records to see if any do not match and confirm these with the learner if they have any previous postcodes/names that match the ones displayed in the search results. The PLR can also be viewed to help confirm if your learner has been found, by clicking on 'Select learner' and pressing the 'View PLR' button.

If your learner exists in the results displayed, click on 'Select learner' and press 'Continue'. Where there are no red underlines, the learner profile is opened. Where a column has been

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underlined with a red line, the 'Compare and update' page will be displayed as described in 4.2.2.

If your learner is not displayed in the results, select 'If your learner is not displayed above, click on this option and press continue' and press 'Continue'.

Your search results: Possible Match

We were unable to find a match using the data you entered, however one of the records below may be your learner.

Collapse all Expand all   How do I report a ULN problem?

	Given name	Family name	Date of birth	Gender	Postcode	Has Linked Record(s)	Info on Data Match	Select Learner
+	Millard	Filmore	01 Oct 1993	Male	CV11 2TT	No	🛈	○
+	millard	filmore	01 Oct 1993	Male	PA4 9LH	No	🛈	○

If your learner is not displayed above, click on this option and press continue ◉

Can't find the learner you're looking for?   View PLR   Continue

The below popup message is displayed:

Create ULN

Do you want to create a ULN with the details provided?

Note: Please ensure you have reviewed all possible matches before creating a new ULN.

No – Return to search results   Yes - Register learner

You can either register the learner to obtain a ULN or return to the search results. See section 4.2.5 for more information on registering a new learner.

4.2.4 Result type is Too many matches

Where the result type is too many matches, this is usually when:

- The learner has a common name
- The date of birth is the 1st of January
- The generic postcode is used to search

For security purposes, the top 10 closest records will be displayed:

Your search results: Too Many Matches

Your search returned more than ten possible matches. For security reasons, only the closest ten records are displayed.
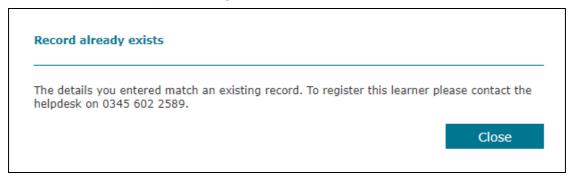
Collapse all Expand all   How do I report a ULN problem?

	Given name	Family name	Date of birth	Gender	Postcode	Has Linked Record(s)	Info on Data Match	Select Learner
+	james	toomany	08 Oct 1992	Male	W2 8AB	No	ⓘ	○
+	James	Toomany	08 Oct 1992	Male	W2 8AB	No	ⓘ	○
+	James	Toomany	08 Oct 1992	Male	W2 8AB	No	ⓘ	○
+	James	Toomany	08 Oct 1992	Male	W2 8AB	No	ⓘ	○
+	James	Toomany	08 Oct 1992	Male	W2 8AB	No	ⓘ	○
+	James	Toomany	08 Oct 1992	Male	W2 8AB	No	ⓘ	○
+	James	Toomany	08 Oct 1992	Male	W2 8AB	No	ⓘ	○
+	James	Toomany	08 Oct 1992	Male	W2 8AB	No	ⓘ	○
+	James	Toomany	08 Oct 1992	Male	W2 8AB	No	ⓘ	○
+	James	Toomany	08 Oct 1992	Male	W2 8AB	No	ⓘ	○

If your learner is not displayed above, click on this option and press continue ○

Can't find the learner you're looking for?   [View PLR]   [Continue]

Ensure the search details are correct. If your learner exists in the results displayed, click on select learner and press continue. Where there are no red underlines, the learner profile is opened. Where there are red underlines the 'Compare and update' page will be displayed as described in the section 4.2.2.

Where the result is too many matches, and the record returned is not your learner, select 'If your learner is not displayed above, click on this option and press continue' and press 'Continue'.

The below message is displayed. If your learner genuinely has the same information, please contact the helpdesk to register the learner.

Record already exists

The details you entered match an existing record. To register this learner please contact the helpdesk on 0345 602 2589.

[Close]

![Education & Skills Funding Agency logo]

4.2.5 Result type is No Match / Register a learner for a new ULN

Where you have used the search tips (Appendix B) and the result type is no match, or where it was a possible match but not your learner, you need to register a learner for a ULN.

Where the result type was 'No match', select the 'Register this learner' button.

Your search results: No Match

This search has returned no results. Please refine your search using the fields above or register a new learner using the details you have already entered.

Can't find the learner you're looking for?   **Register this learner**

Where the result type was "Possible match", where you confirmed your learner was not displayed, select the **Yes - Register learner** button from the pop up.

- Enter as many further details as you can onto this screen to help identity this learner in future searches.
- Complete all **mandatory fields** including;
  - o **Verification Type** - A learner' identity should be verified at enrolment. Although a lack of proof of identity should not prevent enrolment. When a learner's identity cannot be verified it must be verified at a later date. (Appendix D)
  - o **Privacy Notice**:
    - ▪ Your organisation is responsible for sharing the Privacy Notice with your learners. We recommend you encompass this as part of your enrolment process.
    - ▪ Learners cannot **opt out** of sharing their ULN and PLR.
    - ▪ As long as your organisation has shared the Privacy Notice the flag can be set to 'yes'.

- Complete **Optional fields** where the information is available (if not already provided in the search):
  - o Preferred Given Name
  - o Middle Name(s)
  - o Email address
  - o Unique Pupil Number (UPN) – *(only for learners aged under 16)*
  - o Universal Candidate Identifier (UCI) – *optional*

- Select 'Register learner'

- **You now have a ULN for the learner – use the copy and paste hyperlink to copy the ULN into your MI Database, and tell the learner**. Remember to use the ULN in future if you need to access this learner's ULN record or Personal Learning Record in the Organisation Portal.

- Select 'View learner profile' to view the learner's ULN record or select 'Register another learner' to create a new ULN for another learner.

Note: due to restrictions on the use of the UPN, this field cannot be displayed on the

Learner Profile screen)

4.2.6 View, add or update learner's ULN details

- On the 'Welcome Page' or on the 'Find a Learner Page' go to the left-hand form 'Find a learner by ULN.'
- Enter the learner's ULN, Given Name and Family Name and select 'Search'.
- On the Results screen select 'View profile'. You will now see the 'View Learner Profile' screen.

View Learner Profile screen holds all the personal and contact details of the learner plus dates and times of when the record was created and last amended, as well as any linked ULNs (these are other ULN records that have been merged to make this ULN the Master ULN).

Here you can check the learner's details, and add further details or update information (refer to Appendix C for tips for updating a learner's details):

- Select 'Edit details' at the bottom of the screen.
- Once all the fields have been updated select 'Save changes' to update the learner's ULN.

4.2.7 Error message when updating a learner profile

To reduce instances of duplicate records, where a learner profile is updated, and the update would result in a match to an existing record, the error message "**Learner update not allowed**" will be displayed.

The error will also be displayed on both the 'Learner profile' page when pressing 'Edit details', or when trying to 'Save' on the 'Compare and update' page.

Error type	Error message	Resolution
Error – unable to update	**Learner update not allowed** *"The updated data you have entered will create a learner with key information identical to one already registered – this is not allowed. This may be because you are attempting to update a learner that already has another UN or you have a*	This is because there is already a ULN in the system with the exact same demographics as the ones you have entered. This may be a linked ULN. If there is no other record in

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	genuinely identical learner. If they ae separate learners with the same details, please call the LRS Customer Helpdesk for further assistance." **The above message is also displayed on compare and update page too**	the system with the same demographics, raise a data challenge on the ULN with the details you are trying to update.

4.3 Batch files

The Organisation Portal is useful for obtaining 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 confirm a ULN, register a learner for a new ULN or find an existing ULN. For some outcomes that require further investigation, e.g. a possible match, an exception is created which you are able to view and process from the portal.

All exceptions need to be processed within 45 days of the batch file being uploaded.

More information regarding batch files, including templates and examples, can be found on GOV.uk.

4.4 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:
- Search for learners by ULN
- Search for learners by demographics
- Register a new ULN for a learner
- Update an existing learner's details
- Submit an LRB batch file
- View the output file for an LRB batch file
- View a learner's Personal Learning Record

For more information, please go to GOV.uk.

5. Personal learning record (PLR)

5.1 Overview

The Personal Learning Record (PLR) is an on-line record of achievement and participation data. The PLR application offers access to verified achievement results of individual learners aged 14 and above. The academic and vocational data is from 2009 but does not cover higher education.

The ULN for pupils aged 14 became mandatory within maintained schools for England, Wales and Northern Ireland since 2014.

This section explains how to view a learner's PLR record and why there are times when you won't be able to view the record.

5.2 Information displayed on the PLR

Data for the PLR is obtained from three sources:

- National Pupil Database (NPD) for Key Stage 4 and 5 qualifications.

- Periodic Individualised Learner Record (ILR) returns to the Data Service, as long as a valid ULN and UKPRN are included within the ILR and they match the learner's details.

- Awarding Organisations are able to upload both general and vocational qualifications regulated by Ofqual and Qualification in Wales. Awarding organisations started to upload accredited qualification/unit data from 2013.

Data from the NPD and ILR returns has been uploaded since summer 2009; therefore, learners cannot expect to find data about learning achievements prior to this date included in their PLR.

5.2.1 Qualification has no grade

ILR data does not always require a grade to be added. For some qualifications, a grade is not required. This can occur for the following reasons:

- There was no exam
- There was no grading structure for the qualification
- The qualification had not yet been achieved (current qualification)
- The learner withdrew from the course
- Not all aims were completed for the qualification to be awarded
- The qualification was not achieved when the ILR was returned

In these circumstances, you are able to raise this as a data challenge to request that the details are added, but this may not always be successful (e.g. training provider no longer exists). You should always ask the learner for a copy of their qualification certificate to confirm if it has been achieved.

5.2.2 Qualification has no date

Qualifications, depending on the source of the data, can show different information.

AO source data, which is provided by the Awarding Organisations (exam boards) themselves, will sometimes have a start date and always have an achieved date. All qualifications with the source of AO will be final.

ILR source data, which is provided by the training providers, will usually have a start date, but not always an end date. If there is no end date, it could due to one of the below

- The learner may be still achieving this qualification
- The learner may have withdrawn from the course
- The qualification was not completed when the ILR was returned

Note: If no date has been provided, we are unable to update this information unless a data challenge is raised by the organisation that originally submitted the data (applies to ILR data only).

NPD data will usually only have the award date.

5.3 Viewing the Personal Learning Record

<mark>Users given the "Learner Record" role will have access to a learners PLR record. The only exception to this rule is when a learner has not been shown the Privacy Notice.</mark>

To view a learner's PLR, you will need to search using the Unique Learner Number (ULN) or by personal details:

- Select the 'Learner Management' and then 'Find a learner'.
- Enter the learner's ULN, Given Name and Family Name.
- Select the 'Search' button:
  - If no exact match is found the Find Learner's Results screen is displayed.
  - If an exact match is found you are taken directly to the View learner profile screen.
- Select the View Personal Learning Record hyperlink to view the learner's PLR

Each of the records display with up to eight fields of data (not all of the fields are populated) including:

- **Subject** – displaying the title of each record and include a hyperlink to view qualification details
- **Level** – Level of the award from Entry Level – Level 8 (or could be blank).
- **Grade** – Generally showing the grade of the award or 'Pass' or 'blank'.
- **Credit** – displaying the amount of Credit achieved for record.
- **Source** – will be NPD, ILR or AO
- **Start Date** – if applicable
- **End Date** – if applicable
- **Award Date** – Date of the Award or Achievement

All of the above details are held in columns which can be sorted, using the down arrow, either in ascending (first select) or descending (second select) order. If several pages are returned, all of the records will be sorted and redisplayed.

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You can drill down to view more information about a particular subject or qualification by clicking on the hyperlink

You can also identify qualifications/units under investigation via the "Data Challenge" process. A view details hyperlink will become available which will redirect you to the View enquiries screen so you can see the current status.

5.3.1 Privacy Notice

The Privacy Notice must be shared with all learners expected to have a ULN created. The Privacy Notice provides an explanation of the way in which the learner's data may be shared with different organisations.

A copy of the LRS Privacy Notice can be found on GOV.uk website.

5.4 Create a PLR report

A PLR report can be downloaded by LRB's for individual learners to include one or more achievement/participation records. The report can accessed via the Create a Report tab on the PLR screen.

A screen displaying all qualifications and events listed in date order will appear. There are check boxes on the left hand side of each record – all check boxes are ticked ready for reporting.

- If there are any of the records that you do not wish to see in the report, simply un-tick the relevant check boxes.
- Select "View my report"
- The report will be displayed in PDF format and choose from one of the following options: "save" for future use OR "open", giving a read only version of the report. From here you can save and / or print the report as required.

Note: if you need to download a viewer for a PDF, select the hyperlink to 'Download Adobe Acrobat Reader to view your report' and follow the instructions on the screen.

6. Report a ULN or PLR problem (Data Challenge)

6.1 Overview

Part of the quality control process and procedures, you can report a problem (known as a Data Challenge) with a learner's ULN or PLR (Learning Event(s)).

ULN data challenges are raised to highlight a problem with a ULN. Shared ULNs should always be reported as a ULN problem, and not on the qualifications themselves.

Event data challenges are raised on a qualification to highlight a problem with the qualification itself. A list of the types of data challenge and what information you will need to provide is below.

You should not raise a data challenge to highlight a missing qualification, you will need to contact the Awarding Organisation directly.

Data challenge type	Enquiry Type	Identified Problem Type	Information required to Report a Problem
ULN data challenge	ULN has been incorrectly created	• Duplicate ULN, for example, a learner has been given a second ULN • Fictitious or fraudulent ULN	• Both ULNs that you suspect the learner has. • Which ULN is the master and which ULN is the duplicate • If data on the ULNs are significantly different then please give a reason for the merge request. E.g. if the ULNs have different post codes please confirm that the learner has lived at both addresses.
ULN data challenge	ULN has been incorrectly merged	• ULN de-merge	• Both ULNs that need to be de-merged. • The reason why they need de-merging.
ULN data challenge	ULN has other unspecified problem	• Two people sharing the same ULN • Deceased learner • ULN incorrect as details have changed (learner is therefore using another learner's ULN) • Other ULN problem	• Please give as much information as to what the issue is.
Event data challenge	Information on one of the qualifications is wrong	• The grade has been recorded incorrectly • The end or award date has been recorded incorrectly	• You should add the reason the qualification's details have been recorded incorrectly to the additional comments, if known. • **NOTE:** do not raise a data challenge against a qualification that has been uploaded as part of your current ILR return, updating your next full ILR return will update the record.
Event data challenge	One of the qualifications does not	• The learner is disputing ever starting the	• As much information as possible.

	belong to this learner	qualification • The ULN was previously shared and the qualification needs to be removed or transferred	• If you are requesting to transfer the qualification, you will need to clearly state the ULN and name of the learner the qualification should be transferred to. • **NOTE:** please ensure that one qualification is not a participation record before raising with the LRS • **If you believe the ULN is being shared by two learners, please raise a ULN data challenge, do not raise on the qualification itself**
Event data challenge	One of the qualifications appears more than once	• Qualification has been incorrectly uploaded more than once	• As much information as possible • **NOTE:** please ensure that one qualification is not a participation record before raising with the LRS

Data Challenge process is only for instances where the LRB cannot resolve the issue themselves and also includes issues raised by the learner. Instances where a data issue can be corrected directly by an LRB are:

- Wrongly spelt/Incorrect Name
- Wrong/Incorrect Address
- Opting out settings
- Date of Birth

These can be changed using by updating the learner's details – see section 4.2.3.

6.2 Report a ULN problem

To report a ULN problem, please follow the steps below once logged into the LRS Organisation Portal

- Go to the Learner Management tab
- Select Learner Management from the left hand menu
- Search for the learner either by ULN or demographics
- Once you are in the learner's profile, select the Report a ULN Problem button in the top right of the screen.
- Select the type of data issue from the list of options (see table in section 6.1) and click Next.

- Explain what your organisation believes the required corrective action is in the additional comments field.
- Complete your name, email address and telephone number so that you can be contacted should any questions arise.
- Finally, select the 'Finish' button to submit your request.
- Make a note of enquiry reference number should you wish to contact the LRS Service Desk.

NOTE: the data challenge reference number contains the learner's ULN. To comply with the LRS security policy, do not send any other learner details in an email containing the reference number. For more information, please see section 2.4.

Please ensure that you include as much information as you can when reporting a problem. If the LRS Service Desk does not have enough information they will need to get in contact with you for further information which will delay the issue being resolved.

6.3 Report a problem with the content of the PLR

To report a qualification or achievement problem, please follow the steps below once logged into the LRS Organisation Portal.

- Go to the Learner Management tab
- Select Learner Management from the left hand menu
- Search for the learner either by ULN or demographics
- Once you are in the learner's profile, select the View Personal Learning Record tab.
- Select the Report a Problem button in the top right of the screen.
- Select the type of data issue from the list of options (see table in section 6.1) and click Next.

6.3.1 Information on one of the qualifications is wrong

- Select the radio button next to the qualification whose details are incorrect and click Next
- In the Proposed column, edit any details that are incorrect and click Next
- Add any additional information, and the reason you believe the details are incorrect to the additional comments field.
- Complete your name, email address and telephone number so that you can be contacted should any questions arise.
- Finally, select the 'Finish' button to submit your request.
- Make a note of enquiry reference number should you wish to contact the LRS Service Desk.

NOTE: the data challenge reference number contains the learner's ULN. To comply with the LRS security policy, do not send any other learner details in an email containing the reference number. For more information, please see section 2.4.

6.3.2 One of the qualifications does not belong to this learner

- Select the radio button next to the qualification which does not belong to the learner and click Next

- Add any additional information to the additional comments field. If the qualification needs to be transferred to another ULN, you **must** add the other ULN and learner's name to the additional comments
  - E.g. "This qualification was uploaded to the incorrect learner. Please transfer to the correct learner, 1234567894 – John A Smith
- Finally, select the 'Finish' button to submit your request.
- Make a note of enquiry reference number should you wish to contact the LRS Service Desk.

NOTE: the data challenge reference number contains the learner's ULN. To comply with the LRS security policy, do not send any other learner details in an email containing the reference number. For more information, please see section 2.4.

6.3.3 One of the qualifications appears more than once

- Select the checkbox next to 2 qualifications that are duplicated and click Next
- Add any additional information, including the reason you believe the qualifications have been duplicated and confirmation that you have checked if it is a participation record to the additional comments field.
- Complete your name, email address and telephone number so that you can be contacted should any questions arise.
- Finally, select the 'Finish' button to submit your request.
- Make a note of enquiry reference number should you wish to contact the LRS Service Desk.

- **NOTE: the data challenge reference number contains the learner's ULN. To comply with the LRS security policy, do not send any other learner details in an email containing the reference number. For more information, please see section 2.4.**

6.4 View data challenge history

You can view all previous and current data challenges that have been raised against the learner by selecting the View Enquiries button from the learner's profile. This screen will show all enquiries, not just enquiries raised by yourself or your organisation.

To check if your data challenge has been raised, you should always check this screen as you will not receive a notification email.

You are also able to withdraw your data challenge from this screen if required.

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

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 user in the LRS

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 accessed required. The User roles are:

User Role	Description
LRB Super User	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. **NOTE: this user role will only give the user access to User Management.**
LRB Batch User	This is a basic role, allowing the user to submit and view the results and progress of batch jobs.
LRB Online User	This is a basic role allowing the user to find, update learner records and register learners.
LRB View Only User	This is the lowest level of access, allowing the user to find learner records, but not register learners or update learner records.
Learner Record	This role allows the user to view and print the Personal Learning Record (PLR) for any ULN. PLR Users can access a learner's PLR once a 'Find Learner search' has been performed.
VLD Learning Provider	The (Verify Learner Details) role allows users to verify learners using Learner Verification.

Please note: you can only select the user types that you have been granted access to when your organisation was set up as an LRB. For instructions on how to create users, please see section 3.2.3.

Appendix B – Tips for searching

It is important to search thoroughly for a ULN for your learner before creating one. The LRS is large and continues to grow, so your learner is very likely be one of these. Below is a summary of things to think about when searching for learners:

Name

- **Swap previous name** - try searching using the person's previous family name.

- **Swap Given Name and Family Name** - use their middle name as their Given Name.

- **Prefix/Suffix** - try searching for the person with and without a prefix/suffix on their Family Name or use alternative forms of prefix/suffix, for example, McDonald/MacDonald).

- **Preferred name** - Try searching using their preferred or nickname as the Given Name.

- **Spelling** - Check appropriate spelling of the person's name and consider using phonetic spelling, for example, Czaja as Chiah.

- **Recording** – when you are updating a Family Name copy the previous Family Name into the relevant field.

- **Double barrelled name** - Try including and excluding a hyphen if a double barrelled name.

Date of birth

- **Swap month and day around** (if less than or equal to 12) or try using the first of the month. (01-MM-YYYY).

- When the learner's Date of Birth is not known, as a last resort a DOB is used that they will remember, for example, 1/1/ <choose a year closest to their age>.

Contact information

- Try searching using a previous postcode for the person (or their parent's postcode).

- Try searching using the default postcode ZZ99 9ZZ.

- If you collect the previous postcode for learners, you could try uploading a batch file with the previous postcode. Once you have obtained the ULN please update the ULN with the correct postcode.

- If in doubt, use Address matching tools (such as http://postcode.royalmail.com) to produce a full address.

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Appendix C – Tips for updating a learner's details

Below is a one-page summary when updating learners:

- If you have ULNs for learners, the demographics can be updated using Batch Processing. One mandatory field can be updated per file.
- Prohibited text is not allowed, for example, prisoner. Should the learner's name include prohibited text, please contact the LRS Service Desk. If prohibited a postcode, for example, a prison postcode, please use the learner's last address or the default postcode ZZ99 9ZZ. View a list of published prohibited text.
- Ensure that the learner's details are updated regularly by submitting batches of current learners prior to exam entry.

Contact information

- Always complete the address lines with correct and valid postcode.
- If in doubt, use Address matching tools (such as http://postcode.royalmail.com) to produce a full address.
- Include the email address of the learner - but don't use the word 'none'.
- If you collect the previous postcode for learners, you could try uploading a batch file with the previous postcode. Once you have obtained the ULN, please update the Organisation Portal with the correct postcode.

Names

- Always use the learner's legal name and not nicknames as these can be recorded in 'Preferred Given Name'.
- Include the learner's 'Previous Family Name' if known because this can improve search results.
- Add middle names to 'Middle Other Name' using a space between each.
- When updating a Family Name, copy the previous Family Name into 'Previous Family Name'.

Date of birth

- When the learner's Date of Birth is not known, as a last resort use a DOB that they will remember, for example, 1/1/ <choose a year closest to their age>.

School age

- If updating the School at Age 16, enter the proper school name but do not include the word 'School' or 'College'.

Place of birth

- If you have this information, please include it in 'Place of Birth'. This should be the city/town as recorded on their birth certificate.

Appendix D – Verification Type

Field	Format/drop down choice
Verification Type	• None Provided • Relationship with School – should be used by schools • Passport • Driving Licence • ID Card or Other Form of National Identification • National Insurance Card • Certificate of Entitlement to Funding • Bank/Credit/Debit Card • Other – if selected the other verification description field needs to be completed

Verification Type

The facility for recording verification is provided by two fields: 'Verification Type' and 'Other Verification Description'. The 'Verification Type' field is a controlled list whilst the 'Other Verification Description' is a free text entry field and is only used in value 'Other' is selected in Verification Type).

The verification type value 'relationship with school' should be used by pre-16 schools, where the identity checking processes typically involves verifying the identity of the learner with the parents or guardians.

Other Verification Description

Where the 'Other' value is assigned to the 'Verification Type' field, the verification document must be issued by a trusted third party. Any documentation that does not conform to the standard verification types or 'other' trusted documentation should result in the learner being registered with the verification type value 'none'.

Examples of trusted document types are:

- Photographic security pass for current place of employment
- Armed Forces service ID
- Re-enrolment of known student (record as 'returning student')
- Exam Certificates

Examples of **non-accepted** verification types are:

- "ILR"
- "Other ID"
- "LRS"
- "By school/college/learning provider"

Appendix E – Privacy Notice

The LRS has released standardised texts for Privacy Notices. These are for the benefit of learning providers to incorporate into their course registration and application forms plus administration systems for the next academic year.

A short text version - suitable for inclusion in student and learner facing application forms.

An extended text with simple explanations of how the LRS will use and process the information and data provided to us by Learner Registration Bodies (LRBs). This version is suitable for cascading to students and learners and to be used within your own application and information packs.

You should consider the following before creating ULNs

- Plan how your organisation will inform the learner of their ULN

- You will need to make learners aware of the way their data can be used by ensuring they have read, or have access to a Privacy

When a ULN is created, the corresponding option must be entered:

0 – No

> The learner has not seen the Privacy Notice (PN) but a ULN is required for the learner for emergency purposes only.

> Organisations will not be able to view the learner's Personal Learning Record.

1 – Yes

> The learner has viewed the Privacy Notice and has allowed other organisations to view their data. Any qualifications deemed as sensitive will automatically be hidden even if the learner.

Appendix F – Useful Links

Batch file toolkit	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.
Maintenance schedule	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.
Registration documents	All documentation required to register with the LRS, update your organisation's details, request a new super user account and register as a developer.

Privacy Notices	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.
Web Services information	Information regarding web services, including what they are and information for developers.
Guidance for learners and parents	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.
UKRLP	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.
OfQual	The Ofqual website allows users to search for Awarding Organisations, qualifications, units.
QiW	Qualification in Wales – Welsh qualification and unit provision.

Appendix G – Glossary

Abbreviation/Term	Explanation
AO	Awarding Organisation
CSV	Comma Separated Values - file format
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