



INFORMATION FOR AoC MEMBERS

AoC Summer Data Conference, 24th June 2010: Top ten questions asked about ULN administration and information about the Personal Learning Record

The Learning Records Service delivered two workshops at the AoC conference recently. Some common issues and questions were raised by AoC members about how the introduction of the Unique Learner Number and use of the ULN could further benefit MIS and Data Managers.

We have also produced **Standard Privacy Notice texts** for AoC members to incorporate into course registration and college admission forms. [Click here](#) to access a short and extended text version. For your convenience, we have also produced a [student version PDF](#) for you to include in student enrolment and registration packs.

We have also compiled a top ten list of questions with specialist answers and guidance to help make things simpler and easier for you.

Overview of the business change process required to gain access

In order for an organisation to gain access to the services provided by the Learning Records Service the following will be required:

- Organisation is registered to the UK Register of Learning Providers
- Sign up as a Learner Registration Body, you will need to complete the Organisation Registration Form, the Organisation Agreement and the users will need to agree to the Terms and Conditions set out in the User Agreement. All the forms required can be access through our website (www.learningrecordsservice.org.uk)

Details on the wider roll out of the service are still being finalised. In order to ensure that students can access the Personal Learning Record the following business change processes need to be in place:

- Collect email addresses for the learners – their password for the Personal Learning Record will be sent to the email address held in our system.
- A Privacy Notice is shown to students and they must agree to share their data. The appropriate field in the Learner Registration Service will also need to be updated and set to 'FPN seen and able to share data'.
- Learners have been ID verified to Tier 1 (a passport, driver's licence, national insurance card, certificate of entitlement to funding, bank credit or debit card) and the Learner Registration Service has been updated.

Overview of the Qualifications Credit Framework (QCF) and what advantages it will bring to the Personal Learning Record (PLR)

The Qualifications and Credit Framework is a new way of recognising achievement through the award of credit for the achievement of units and qualifications. It provides a simple and rational organising framework that presents learner achievement and qualifications in a way that is easy to understand, measure and compare. It gives individuals the opportunity to learn in a more flexible way and enables a wider range of organisations, including employers, to have their training recognised.

The Qualifications and Credit Framework is a key strand of the Government's Vocational Qualification Reform Programme. The Skills Funding Agency is responsible for implementing the framework across the wider post 19 skills system in England, and for delivering the changes made to the Personal Learning Record to support the additional Qualifications and Credit Framework services which will operate in England, Wales and Northern Ireland.

What is the Personal Learning Record?

The Personal Learning Record is a free product provided by the Learning Records Service and is designed to empower the student to view and review their learning and support them in making the right learning choices in the context of the QCF. The learner will be able to view all of their QCF achievement data, on-line, and in one place.

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The Personal Learning Record is being delivered in two phases:

Phase one: Transition Service (April 2009 – September 2010)

Phase two: Full integration with the Personal Learning Record (September 2010 onwards)

How to Sign up to the Personal Learning Record

If you are an awarding organisation and would like to find out more about how to sign up to the Personal Learning Record please go to the [Learning Records Service website](#)

Questions from the AoC conference, 24th June 2010

1. Over 10 million ULNs have been created and admin issues are being resolved. However when and how will students and learners be made aware of their own ULNs?

Currently people who are 14 or over and are attending state funded schools will have had a ULN created using the school census information. Although not all schools cascade and share this information to their pupils, many colleges are asking learners for their ULN as part of the enrolment process.

Many Awarding Organisations have also started including the ULN on the certificates of achievement they issue to students so it could also be possible to obtain the ULN through that route.

The key message regarding the ULN is to reinforce it as much as possible by including it on correspondence to your own students.

2. What is the difference between the ULN Unique Learner Number and the UPN Unique Pupil Number that we are using within our colleges?

A Unique Pupil Number (UPN) is used by schools to facilitate the tracking of learners' progress through the school system. UPNs are effectively invalid once a learner has left school and the numbers are then recycled and reused and so are not unique over someone's lifetime.

A Unique Learner Number (ULN) is a 10-digit identifier which is applied to the Personal Learning Record of anyone over the age of 14 involved in UK education or training. Learners will retain the same number for accessing their Personal Learning Record throughout their lives, whatever their level of learning and wherever they choose to participate.

3. When we are registering a mature student and ask them directly for a ULN, what is the process and how can we help them complete the activation process themselves?

In order to gain direct web access to the PLR students will need to go through the following process. It is important to note that the PLR is currently going through a controlled rollout. From the beginning for 2011 all learners over 19 will be able to access their PLR via Next Steps and Skills Accounts.

If a mature student has a ULN the process for accessing the Personal Learning Record is:

- a fair processing or privacy notice must be shown to the learner and, if they agree to share the data, the LRS 'Ability to Share' field must be updated to 'FPN seen and ability to share'
- a valid email must be collected for the learner and the LRS updated to ensure the password for the PLR can be sent to the learner
- ID must be verified to Tier 1 (further guidance can be found on our website www.learningrecordsservice.org.uk) and the LRS is updated to reflect the verification type.
- Please note if a learner does not have a ULN, the ULN will need to be obtained through the Learner Register.

Students will then be able to log onto their PLR as long as they have their ULN and the given name and family name that was used to create the ULN.

4. How should we be educating our students about how to use their own PLR?

Students should be using their PLR to review the qualifications they have, they need to ensure that the qualifications in the PLR accurately reflect the qualification certificates they hold.

Students can also use the PLR to support applications to employers, reports can be produced from the PLR and emailed straight to employers or alternatively a PDF can be printed out and sent in the post.

The Qualification and Credit Framework service layer will have an impact on how learners will use the PLR as they will be able to run Routes to Achievement and Rules of Combination queries on the information held.

5. In September, when the universal PLR offering is rolled out, how will colleges be able to access the PLR and the system?

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Details on the wider roll out of the service are still being finalised.

6. When will achievement data and award information, for example, become available on the PLR and how long does it take to be flowed into the PLR by awarding bodies?

Currently, participation and achievement data is obtained through the ILR returns and the National Pupil Database, once they have been checked and verified. For those students who are taking part in QCF qualifications, all Awarding Organisations who have signed up to the service will be required to upload the data within 10 days of the award being made.

7. How does the process work with UCAS Apply and does a student need to activate his PLR prior to going online and applying for a university course?

The UCAS Apply service and the PLR are still in the pilot stage. Learners do not need to activate their PLR, as long as the data can be linked to a ULN and the Provider reference Number (UKPRN) the PLR will contain data. The UCAS Apply system will automatically link the data through from the PLR, however it is advisable for a student to access and check the PLR data prior to making an application through UCAS Apply.

8. When are colleges and providers going to see the wider benefits of the ULN?

As more colleges and training providers start to use the ULN and learners become aware of it, the benefit to colleges and providers will be a stream lined administration and enrolment process. Your students and learners, that have qualifications on the QCF, will have been uploaded directly by Awarding Organisations. The PLR will also have a key role to play in Information, Advice and Guidance for Learners when using Next Steps.

9. What information and data is held within the PLR and how often is it updated?

The information currently held in the Personal Learning Record has come from providers' ILR returns and the National Pupil Database. Qualifications currently held in the ILRs have been uploaded to the Personal Learning Records of learners as long as the Provider Reference Number (UKPRN) and ULN have also been completed and provided. The information is uploaded following the ILR returns. A full schedule of uploads is available on our [website](#).

From September 2010 the information for QCF qualifications will be flowed in directly from the Awarding Organisations into Personal Learning Records.

10. How can we make the admin easier for us to obtain ULNs for our students?

The Learning Records Service are advising all colleges and providers, where possible, to try and ask the learner for their ULN when they apply or enroll. If your student does not know their ULN we also advise that the given name and family name are obtained from their identification documents that they will need to present in order to gain access to the PLR. This will ensure that the full and legal names are used instead of preferred names.

In terms of improving the administration of ULNs we are currently gathering evidence to support changes to the service, if you have any comments on the service please [email](#) the Learning Records Service and provide us with your comments.

Additional information about our new website

The Learning Records Service will also be launching an enhanced and consolidated website in early autumn www.learningrecordsservice.org.uk. All college and FE MIS Managers will be able to access our services via this refreshed web-portal where information rich content from formerly MIAP and UKRLP (soon to be called the Learning Provider Register) will be available in one central and easy to use location.

Next Step – the new name for Integrated Adults Careers Service

We will be including more information about Next Step in our September newsletter

Customer service & contact details:

E: lrssupport@miap.gov.uk (until end of August)

E: LRSSupport@learningrecordsservice.org.uk from early September

T: 0845 602 2589 **LRS Customer Helpdesk**



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