



MIAP
Managing Information
Across Partners

Benefits Guide

Introduction

This guide is aimed at learning providers and employers needing a summary of the benefits that may be expected from participation in the Managing Information Across Partners (MIAP) programme.

The MIAP programme is a major initiative that will enable the education and training sector to transform the use and exchange of information between learning providers, learners, employers and public sector agencies. The MIAP programme has been built on the belief that education and training data will be collected once, used many times and used by all that are entitled to do so.

The MIAP portfolio consists of three shared services:

- UK Register of Learning Providers
- Learner Registration Service
- Personal Learning Record Service.

UK Register of Learning Providers

The UK Register of Learning Providers (UKRLP) enables providers to register contact and course information. Where available, it also provides links to Ofsted inspection reports and the achievement and attainment tables published by the Department for Children, Schools and Families (DCSF). When registered with the UKRLP, providers are verified against a recognised external source and allocated a unique UK provider reference number (UKPRN). The website address is www.ukrlp.co.uk. Currently, over 22,000 learning providers are registered.

Learner Registration Service

The Learner Registration Service (LRS) is an Internet-based service that is open to learning providers registered with the UKRLP. It issues unique learner numbers (ULNs) to individuals in education and training aged 14 and over. This 10-digit number remains with the individual for life and is not reused.

ULNs are stored securely on an Internet-accessible database. Learners, providers, employers and other registered users can access the data and report errors if necessary. ULNs also provide a unique identifier to enable learner information to be transferred and matched between organisations.

Personal Learning Record

The Personal Learning Record is a collection of qualification and participation records related to an individual's learning. The Personal Learning Record is an online service that allows learners to share information about their qualifications and skills with learning providers, employers and information, advice and guidance services.

Benefits of the MIAP System

Support for other initiatives

The MIAP portfolio of services, supported by common data definitions (CDD), provides other major initiatives in education and training with a secure infrastructure and systems to hold and share information about learners, providers and courses. Thus the MIAP programme supports initiatives such as 14-19 diplomas, skills accounts, the Offender Learning and Skills Service (OLASS) and the Qualifications and Credit Framework (QCF).

An integrated service

Each of the three services described above can stand alone and offer benefits in its own right. However, when all three are fully operational and their underpinning technologies are used together, there are far-reaching benefits, such as:

- cost reductions and efficiency savings
- service improvements and added value to individuals
- delivery of strategic and intangible benefits such as closer alignment of targets to policy objectives and funding better targeted to priorities.

Figure 1 shows a detailed matrix of the expected benefits of MIAP.

Figure 1: MIAP Benefits Matrix

F i n a n c i a l	Efficiency Savings	Service Improvement/Added Value
	<ul style="list-style-type: none"> •Reduces time taken to enrol learners •Reduces duplication of information held in multiple locations •Reduces requirement to sit entrance tests •Reduces the need to obtain replacement certificates 	<ul style="list-style-type: none"> •More accurate information through sharing a single source •Better targeting of resources on specific groups •Greater availability and use of management information
No	Service Improvement/Added Value	Strategic and Intangible Benefits
	<ul style="list-style-type: none"> •Better tracking of learner destinations •Quicker turnaround on vacant posts for employers •Minimise fraudulent claims of qualifications held •Better information on learning opportunities for planning and decision making for learners •Better information, advice and guidance 	<ul style="list-style-type: none"> •More effective Inter-agency working •More accurate, granular and relevant data and statistics for better informed policy making •Closer alignment of targets to policy objectives •Funding better targeted to priorities •Awarding bodies can identify market share of national awards issued by analysing anonymised data.
	Yes	No
	Quantifiable	

What are the benefits?

Learning providers

Learning providers will not need to assign their own identifiers to learners and will be able to access learner information through the learner’s Unique Learning Number (ULN). This will eliminate the need to re-key and verify learner information where a ULN already exists.

It can support data accuracy through sharing of a single source of learner information. In the longer term it can reduce the incidence of data challenge as error through re-keying data will be removed by using a single source of previously collected and validated data.

The introduction of the Personal Learning Record can make learner enrolment/registration more efficient as previous qualifications and achievements will be validated through a reliable source.

The need for entrance tests and other forms of assessment will be minimised because authenticated information can be downloaded.

Lesley Fooks, Head of Student Administration at Lewisham College, London whose college took part in the tests and trials of the service said “The college will benefit

from the MIAP service as we enrol learners who have previous qualifications already stored against their Unique Learner Numbers. This will give us access to their prior learning records and will mean that we will not need to assess learners who are unsure of their previous qualifications before we appropriately place them on a course. This will clearly save time and resources.”

The service can deliver more effective sharing of data and information when, for example, learners transfer from other learning institutions to continue a course of learning. Course details will be accessible and modules already completed will be available.

There will be potential for improved third party to third party data sharing which can release administrative time, for example between a college and awarding body.

There will be potential for improved data sharing which can improve collaboration between local partners, for example schools and colleges in 14-19 partnerships or other collaborative models including supporting better understanding of NEETs.

Learning Providers will be able to access anonymised data on educational progression of learners on a national and regional basis who have participated in learning provided by their institution. This can facilitate learning providers to assess their effectiveness in supporting learners to make good choices and go on to achieve higher level qualifications.

Employers

If a potential employee makes available their Personal Learning Record, employers can spend less time verifying candidate’s qualifications and achievements and can improve the turnaround on vacant posts. It will minimise fraudulent claims of qualifications held and facilitate more effective recruitment. It can support the identification of training requirements and further development from the outset of employment and can reduce the need to rekey data into Training & Development records.

If existing employees make available their Personal Learning Records, employers will have access to a clear audit of their workforce’s skills which can support them to improve their understanding of what learning and development they need to raise the skills levels of their employees.

Employers will be able to access the UKRLP to find out which providers can source the most suitable accredited training courses for staff.

Learners

Learners will be able to access information already collected and stored relating to their learning which will include personal information (for example name and date of birth), what courses they have attended and their results from post 14 through to Higher Education. Learners will be able to view their Personal Learning Record, and agree who else can see it, or elements of it. Learners cannot change factually correct records, but they can “challenge” errors in the record and will be supported by MIAP in getting those errors corrected.

Learners will be able to access through the UK Register of Learning Providers a wide range of information about colleges and training providers (who they are, what they do and how well they do it) so that they are better informed about learning opportunities and can make better decisions. Learners can also allow Information, Advice and Guidance (IAG) services to access their Personal Learning Record so they can receive better advice and guidance to inform better decisions about their further education and training.

Learners will be able to prove their qualifications and achievements through their Personal Learning Record which will mean they don't need to repeat information already provided to Learning Providers and will also not need to present paper copy proof of qualifications. Learners will experience a more efficient registration/enrolment service and reduced verification processes. The need to sit entrance tests or other forms of assessment will be minimised because authenticated information can be downloaded.

Learners will also be able to prove their qualifications and achievements through their Personal Learning Record when seeking employment. Selection processes could be more efficient without the need to present paper certificates and validated qualification data will facilitate appointment to the post. Allowing the Personal Learning Record to be accessible by their employer could also support better advice and guidance on training and development to assist career progression.

Lesley Fooks, Head of Student Administration at Lewisham College, London whose college took part in the tests and trials of the service said “Learners will benefit from the service because they will be able to share their participation and achievement information with schools, colleges, universities and employers without the need to acquire replacement certificates for those they have lost.”

Stakeholders can potentially realise efficiencies on administration across the system which can result in more money being released to be spent on frontline services for the benefit of learners.

What are the timescales for implementation?

The different services offered are at different levels of maturity and adoption. After each service is launched, it requires a period of bedding in and it is likely to take several months before the benefits will be realised. This period may run over a number of years until the services reach maturity and adoption is widespread. Naturally, the degree of benefit experienced will be determined by the approach taken and the way in which the services are integrated with existing processes and procedures.

What are the dis-benefits?

In the early days, one of the shortcomings will be the time required to embed new processes and procedures. This drawback is expected to be short term and will reduce as early adopters gain experience and share the lessons learned.

We also expect that the availability of a more accurate Personal Learning Record will initially lead to data challenges, resulting in additional time required to check and amend Personal Learning Records. However, this will ultimately improve data quality and make for a better service in the long term.

What investment is required?

The initial investment will be the time and resources needed to align your processes and procedures with MIAP services. The UKRLP, ULN and Personal Learning Record are hosted externally, so there is no need to provide additional server space. Users will need to make sure their management information system (MIS) is interoperable with the ULN and Personal Learning Record services.

What changes are needed?

As with most new ways of working, implementation of a shared database requires the integration of people, process, content and technology, and the need for all these elements to work effectively together during and after implementation. Critical success factors for implementing the MIAP services include:

- maintenance of accurate data that adheres to agreed conventions
- adoption of common data definitions – critical for data sharing
- staff well trained in accessing and processing the information
- engagement and commitment to working together, with everyone on board from the beginning and involved throughout the process
- high adoption levels: the more organisations implementing MIAP services, the more comprehensive the information will be, enabling more rapid and effective learner identification throughout the education and training sector.

What are the key risks?

The key risks to obtaining the benefits are:

- failure to maintain data quality
- lack of critical mass, that is, the number of providers using the system may not be sufficient for benefits to kick in
- loss of confidence in the system, for example due to data-matching problems
- rejection of new tools and ways of working by staff.
- Poor communication of the benefits to learners resulting in high levels of opt out.

How is the impact of the service measured?

To measure the impact of adopting MIAP services, you will first need to establish a baseline for your existing processes and procedures. Consider what you would need to do, if MIAP services did not exist, to get the same result. This should be measured in terms of resources, cost, time and accuracy. The benefits of adopting MIAP services will not be realised immediately of course, so the impact should be measured at different points of service maturity. We recommend that you measure the impact annually, and continue this measurement over several years.

Are there any case studies?

We will make case studies from early adopters of the services available. These will be based on the experiences of stakeholders implementing MIAP services, and it is hoped that these studies will provide useful tips for subsequent adopters.

Is there a benefit calculator?

We will develop a benefit calculator and a benefits realisation toolkit. These will guide you in developing mechanisms for collecting, analysing, tracking and reporting the benefits of the system in your organisation.

How can I share my experience of MIAP services?

The MIAP team is keen to understand how the benefits can be maximised and to help all users receive the highest level of benefit possible from MIAP services. Providers who are using the service successfully can share their experiences with the MIAP team, who will pass the

information on to newer users. If you would like to contribute a case study, please contact communications@miap.gov.uk