

MIAP

news

Release 3 is on the way...

As part of an on-going process of enhancing and improving MIAP services, and in response to the very helpful comments received from our user satisfaction surveys, MIAP is planning for the implementation of Release 3 in this calendar year.

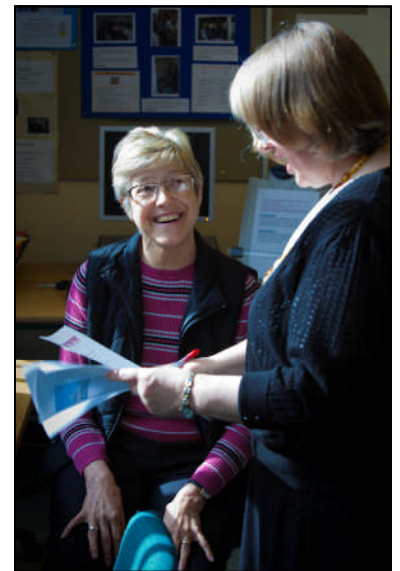
The implementation of Release 3 is split into Phase A and Phase B.

Phase A was released in July 2009. It was a small tactical release for the majority of MIAP Learner Registration Service (LRS) users to:

- fix some minor operational problems
- improve the Find Learner by ULN query on the Portal; and
- improve the way in which Learner details are verified by the Diploma Aggregation Service (DAS) and Awarding Bodies.

Phase B of Release 3 will introduce substantially greater changes across the three channels of the Learner Registration Service: Portal, Batch Processing, and Web Services. The primary objectives of Phase B are to:

- make it easier for Portal users to choose between possible matches returned from a Demographic Search;
- make it easier for Portal users to filter and process exceptions raised from the batch interface and to manage the queues of returned batch files;
- improve the consistency of validation of data across all channels used to update information that we hold;
- allow updates of Learner details through the batch channel to make it easier for updates in host MIS systems to be reflected in the LRS;
- reduce the possibility of creating duplicate Learners via the update functions within the Portal and Web Services channels;
- provide a final prompt for users who choose to create a new ULN record after being presented with possible matches and to flag any override creation events for follow up reporting and analysis;
- introduce additional ease of use improvements;
- prevent the issue of a Register Learner web service call where a Find Learner call has not been previously issued.



MIAP has maintained backwards compatibility of its batch interface. We have done this to protect the investment of our users who have developed their interface to LRS to older versions of the specification. Phase B of Release 3 will go live on 31 October 2009. For full details, please refer to the Release 3 Scope Note which is available on the MIAP website at: www.miap.gov.uk/products/lrs/schedule/MIAP+Release+3+Note+--+August+2009.htm

MIAP Autumn Events 2009

These events are aimed at current Learner Registration Bodies (LRBs) users, i.e. schools, colleges, Work based Learning Providers, IAG Providers, Universities etc.

You will be updated with all the latest developments from MIAP, including the autumn release (Release 3) of the Learner Registration Service and the roll-out of the Personal Learning Record Service. The sessions will concentrate on functional changes and implementation and include time for questions and answers.

There will also be an optional training session aimed at new users to the LRS, including good practice guidance, user and learner management, data quality issues and a review of the MIAP batch interface. Experienced users will be welcome to provide input into this session.

The half day sessions are free of charge. Morning and afternoon sessions are available at the following locations:

London	Nov 3rd
Peterborough	Nov 5th
Plymouth	Nov 10th
Bristol	Nov 11th
Newcastle	Nov 17th
Sheffield	Nov 18th
Birmingham	Nov 24th
Liverpool	Nov 26th
London	Dec 1st



Latest Figures

**Unique
Learner
Numbers
issued:**

7,068,532

**Learner
Registration
Bodies
registered:**

4,541

**Personal
Learning
Records
created:**

2,514,873

<http://www.miap.gov.uk/newsandupdates/Events/autumnupdateeventslist.htm>

Exam Boards Now Using ULN

In the past two months alone, the Learner Registration Service has received over 3 million hits as Awarding Bodies check candidate details. Head of Programme, John Coveney commented, "this builds confidence that the LRS is industrial strength, and capable of supporting the sector during busy exam time." Dean Williams, MIAP's Business Change Manager, added "Awarding Bodies are now holding significant volumes of Personal Learning Records linked to the ULN. This step change in the sector is creating the opportunity to start opening the door for almost real time sharing of Award data across partners."

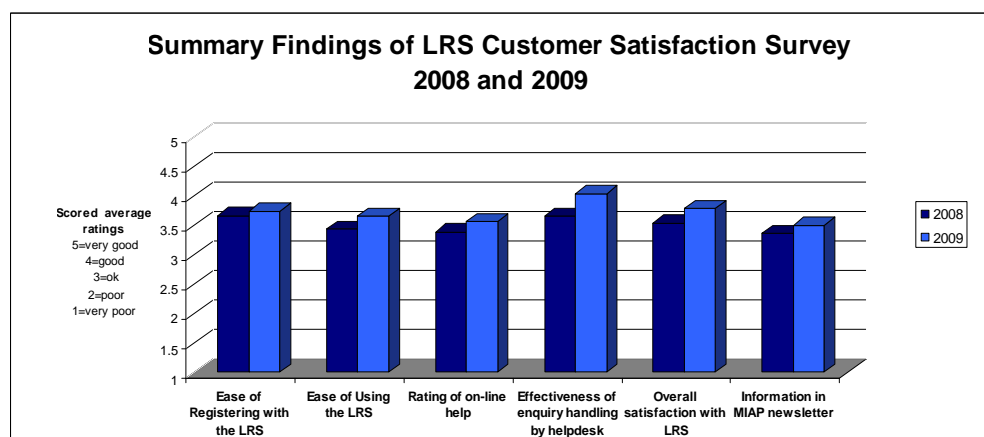
LRS Customer Satisfaction Survey

The Learner Registration Service has been operational for nearly two years. This, second customer satisfaction survey, was undertaken to compare performance against the results of an equivalent survey conducted in October 2008; to establish what improvements in Service have been achieved over the period; and to identify further improvements that can be made.

A total of 358 people participated in this year's on-line survey, representing a valid sample (nearly 9%) of the active LRS user base of around 4000 at that point in time. This compares with a response rate of 20% last year which could suggest falling levels of user dissatisfaction with the Service now it is embedded across the FE and WBL sector.

In both 2008 and 2009, respondents were asked to complete a series of eleven quantitative and qualitative questions relating to the performance of the Learner Registration Service, including user support, help and communications. Quantitative ratings were entered on a five point scale from very good (5) to very poor (1) and qualitative comments were recorded and analysed.

It is pleasing to report that overall customer ***ratings have increased across ALL quantitative indicators of performance measured by the survey***, as shown in the table below.



92% responded positively when asked to rate the ease of use of the LRS. The online help available achieved a 95% positive response. 92% gave positive responses to the effectiveness of the helpdesk. 92% gave a positive satisfaction rating to the Learner Registration Service as a whole. This last measure was an improvement from the 87% achieved in the previous survey. Notable improvements were in the rating of the effectiveness of enquiry handling by the helpdesk which was up by 10.4% on 2008 and the overall level of satisfaction with the LRS (up 7.1%).

A full report of the survey results will be available on the MIAP website shortly.

Privacy Notice

Privacy Notice (also known as Fair Processing Notice or FPN) is the mechanism by which individuals are informed about what will happen to the data collected about them.

The Information Commissioner's Office (ICO) has launched a new Privacy Notice code of practice. MIAP's aim is to ensure that the ICO Privacy Notice best practice is adhered to. Following the completion of a Privacy Impact Assessment (PIA) in May 2009, MIAP has developed new Privacy Notice guidance to replace the existing fair processing guidance.

MIAP implements the ICO recommended approach to Privacy Notices and fair processing. This means striking a balance between providing too much or too little information. The MIAP Privacy Notice includes examples of text for inclusion in LRBs own Privacy Notices, including those intended to be used on enrolment forms.

MIAP relies on its Learner Registration Bodies to ensure that learner's are shown a Privacy Notice.

MIAP's first layer consists of the minimum recommended text to be shown to the learner. This text can be adopted by MIAP Learner Registration Bodies to help point learners to a second layer of notification. The MIAP website (www.miap.gov.uk).

The MIAP second layer contains more detail about how and why personal information may be processed. It contains specific information on third party organisations that may have access to data and on the benefits to the learner of allowing their data to be shared.

Crucially, it provides information about how the learner can modify their consent to the sharing of their data at any time.

The use of Privacy Notices help enable LRBs to comply with the Data Protection Act 1988 (DPA) and other relevant legislation and as such it critical that this is shown to all learners when they enrol with LRBs.

The MIAP Privacy Notice is available on the MIAP website, in the publications library. This replaces the Fair Processing Notice (FPN).



DATA TIP

Double Barrelled?

The LRS will strip out any punctuation when it processes double-barrelled names. So Croft-White will be searched as 'CroftWhite'. If you are uncertain of the name order, search 'CroftWhite' and then try 'WhiteCroft'.

Would you recognise a hoax email if you received one?

Hoax e-mails are on the increase in today's electronic world. Consider, how easy would it be to send you a message claiming to be someone in authority from a reputable organisation asking for information about your account details (username and password).

Although no hoax e-mails have been reported to MIAP, it pays to be alert to the warning signs and to report any suspicious communications (whether by phone or e-mail) to the MIAP Helpdesk.

- As stated in the latest e-mail signature for the MIAP Helpdesk, you will never be asked for your account details, so be wary of requests to 'Verify your account details' or the like.
- Don't be fooled by the use of well-known logos or banners as hoaxers use the genuine branding to lure you into a false sense of security.
- Be wary of being put under pressure by suggestion of deadlines and severe consequences if you do not respond quickly. Some hoaxers use the suggestion that they are investigating a crime or looking into a security issue to cover up the fact they are committing one!
- If you are sent a link, hover over it to see the IP address and look for misspellings which make you think it is a genuine site (e.g. mirrosoft.com instead of microsoft.com) or an address such as <http://192.168.225.5/>....., which could be anything.
- And finally make sure you follow your local internal procedures for using anti-virus and anti-spy software.



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