



Learning Records Service Customer Scrutiny Group

Terms of Reference

The Learning Records Service (the Service) supports the drive to improve the efficiency of the education and skills system by supporting and streamlining how information on learners and learning is shared across the education and skills sector so that excellent services are available to individuals, employers and their local communities. A range of services and products have been developed in consultation with partners for use of the post-14 education sector within England, Wales and Northern Ireland.

The Service is offered by the Chief Executive of Skills Funding, subject to priorities agreed with the Department for Education and the Department of Business Innovation and Skills. He has the authority to make decisions on direction and spend within a defined budget on behalf of the Department of Business Innovations and Skills and the Department for Education. This authority is delegated to the Head of Service.

The Service is a shared service that allows customers to access securely an IT systems infrastructure that enables the sharing of learning provider, awarding data and learner information. Many of the applications and products are relatively new to the education market. They include the:

- a) Learner Register and the Unique Learner Number (ULN)
- b) Learning Provider Register and the Provider Reference Number (UKPRN)
- c) Learner Plan (OLASS)
- d) Personal Learning Record
- e) Qualification and Credit Up-Load and Queries:
 - o Award/Credit Check
 - o Routes to Achievement
 - o Rules of Combination

The main purpose of the Customer Scrutiny Group is to provide customer representatives with formal processes and structures for holding the Learning Records Service to account, and where appropriate escalation of issues to the Head of Service and the Chief Executive of Skills Funding. The Terms of Reference of the Group are:

- Take ownership and accountability for scrutinising the operation of the Service to deliver benefit and add value to customers

- Be the ‘customer authority’ by challenging and supporting the continuous improvement of the service
- Provide leadership and strategic direction on behalf of the customer base specifically on proposals for:
 - Priority
 - Scope of service
 - Costs of Delivery and Impact
 - Medium and Long Term Strategy
 - Performance of the Service
- Help define the business priorities and plans from a customer/ user perspective.
- To support the review and monitoring of performance (e.g. service levels) against the Service Charter, improvements and benefit/cost realisation of the service
- Act as escalation point for issues related to the Data Management and Security policies
- Recommend new business activities/developments, along with an assessment of the benefits.
- Recommend reviews as necessary to improve the Service
- Review and advise upon Service risks, issues, actions and dependencies
- Help to manage stakeholder expectations
- Promote the Service within their own organisations and externally
- Help sustain a positive image and culture that will enable the Service to operate effectively within the education and skills sector;
- Shape coherent business approaches that recognise the range of cross-government and sectoral interests

MEMBERSHIP

Members of the group will have a clear stake in the delivery of the shared service or represent a stakeholder community that rely on the operation of the service.

The Customer Scrutiny Group currently has the following membership:

Organisation	Type	Member
Association of Colleges	Further Education	Matt Dean
AQA	Awarding Body	Celia Clough
Brockenhurst FE College	FE College	Robin Gadd
City and Guilds	Awarding Body	Andy Shilton
BIS	Govt Dept Post-19 Skills	Steve Robinson
DCELLS	Welsh Administration	Stephen McMillan
Department for Education	Govt Dept 14-19 Ed	Sarah Read
DELNI	NI Administration	Theresa Consiglio
Edexcel	Awarding Body	Mark Aldwinckle
Exam Officers Association	Exam Officers	Andrew Harland
Gr Merseyside Connexions	IAG	Peter Johnson
HESA	Government Agency	Jane Wild

Long Road 6th Form College	6th Form College	Geoff Brock
OCR	Awarding Body	Andrew Thomson
QCDA	Government Agency	David Quinn
UCAS	University Admissions	Geoff Ramshaw
Student Voice	Student Body	Anysha Ihuomah
National Union of Students	Student Body	Gemma Painter

The following organisations will be invited to join the new Customer Scrutiny Group: Ofqual, Federation of Awarding Bodies, Joint Council for Qualifications, Association of Learning Providers, School & College Leaders' Association, Young People's Learning Agency and Skills Funding Agency.

MEETING FREQUENCY

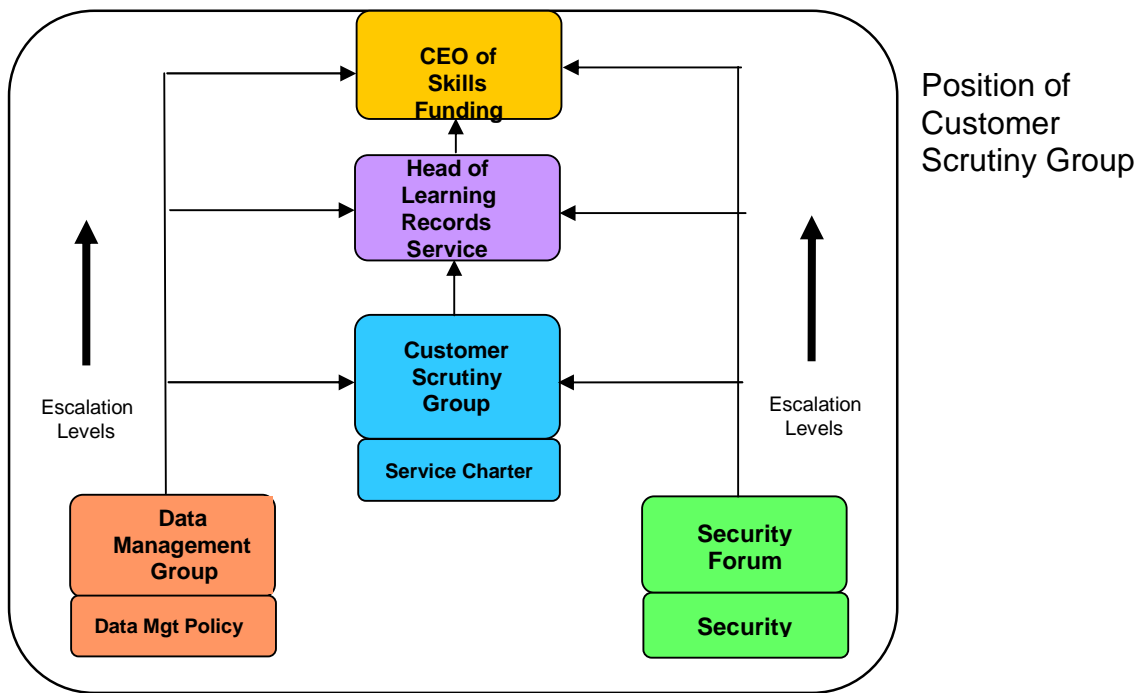
The Customer Scrutiny Group will normally meet on a quarterly basis, unless an extraordinary meeting is requested, and be limited to 3 hours.

WIDER GOVERNANCE FRAMEWORK

The Service provides reports to the Cross-Sector Information Services Governance Board (CSISGB), jointly chaired by senior representatives of BIS and DfE that approve and monitor systems enabled sector shared services carried out on their behalf by the Skills Funding Agency. The following diagrams provide an overview of the wider governance.

The Service Management Board oversees the operational management of the services. It addresses performance, planning, risk and issue management and reviews priorities in light of feedback from the Customer Scrutiny Group. Priorities will take into account proposed change requests received from our customers and stakeholders and will then be submitted to the CSISGB. The input from the Customer Scrutiny Group will be crucial in ensuring that the wishes of the customers and stakeholders are taken into consideration.

The Service will provide the Customer Scrutiny Group with effective and appropriate information on performance, progress against priorities, risks and issues. The first point of escalation for issue resolution will be the Head of Service. Should the Service fail to deliver an effective response or rectification, the Customer Scrutiny Group can raise 'non compliance' with the Chief Executive of Skills Funding.



Other governance of the Learning Records Service

