

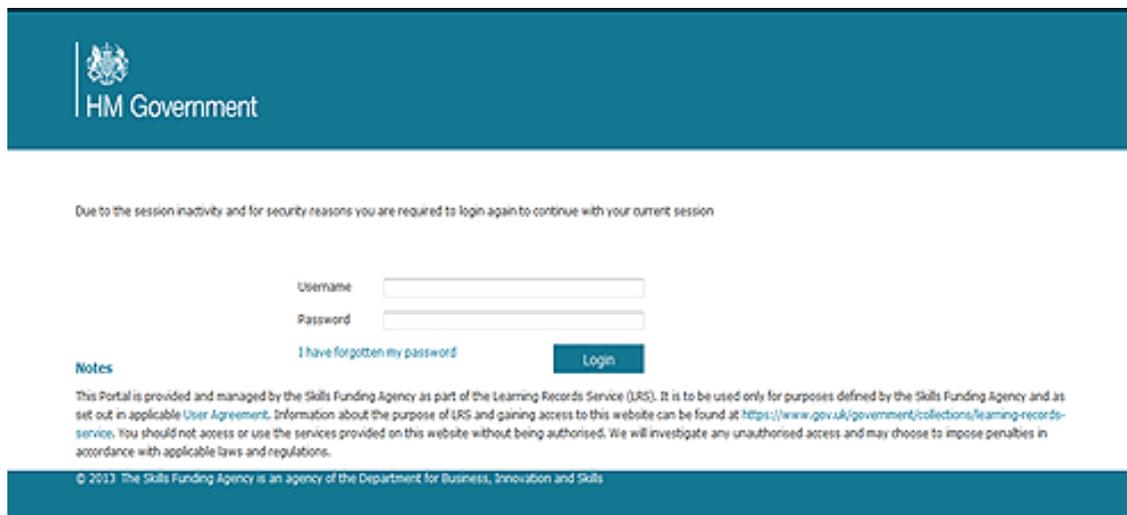
### Introduction

In the vast majority of cases pupils will be allocated a ULN by the LRS (code RC004), but in some cases the LRS will not allocate a ULN without you checking the information – pupils may already have a ULN having moved from a school in England or completed an FE course in NI. Also they may be a close match to someone else with a ULN (possible match RC007), or perhaps not enough information has been submitted (code RC006). It is expected that the number of exceptions will be relatively small, but you will need to log on to the LRS portal to check/resolve these.

Resolving an exception will usually involve you checking details for the learner and confirming that the learner already allocated a ULN is indeed now with your school or select the learner from a list of possible matches. C2K will submit a list of all your pupils (batch file) through Webexchange to the LRS – and a report file will be returned directly to the school. This report is called a Batch Learner Registration Report and will contain a list of learners that have been allocated a ULN and an anticipated small number of exceptions.

Learner: Z123456789012	Results: RC004 No Match - New ULN Created : 2014-08-27 16:04:51
Learner: Z123456789012	Results: RC004 No Match - New ULN Created : 2014-08-27 16:04:51
Learner: Z123456789012	Results: RC004 No Match - New ULN Created : 2014-08-27 16:04:52
Learner: Z123456789012	Results: RC004 No Match - New ULN Created : 2014-08-27 16:04:52
Learner: Z123456789012	Results: RC007 Possible Match : 2014-08-27 16:04:53 - EXCEPTION
Learner: Z123456789012	Results: RC004 No Match - New ULN Created : 2014-08-27 16:04:53
Learner: Z123456789012	Results: RC004 No Match - New ULN Created : 2014-08-27 16:04:53
Learner: Z123456789012	Results: RC004 No Match - New ULN Created : 2014-08-27 16:04:54
Learner: Z123456789012	Results: RC004 No Match - New ULN Created : 2014-08-27 16:04:54

In order to deal with the exceptions listed in the report you must be logged on to the LRS portal - <https://idp.lrs.imservices.org.uk>.



HM Government

Due to the session inactivity and for security reasons you are required to login again to continue with your current session

Username

Password

[I have forgotten my password](#)

**Notes**

This Portal is provided and managed by the Skills Funding Agency as part of the Learning Records Service (LRS). It is to be used only for purposes defined by the Skills Funding Agency and as set out in applicable User Agreement. Information about the purpose of LRS and gaining access to this website can be found at <https://www.gov.uk/government/collections/learning-records-service>. You should not access or use the services provided on this website without being authorised. We will investigate any unauthorised access and may choose to impose penalties in accordance with applicable laws and regulations.

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**Note** - to log on to this site you must use the ID and Password allocated to you when you registered with the LRS. These credentials must be used promptly, as they will expire 10 days after allocation.

Once you have logged on, select the **Learner Management** tab, **Learner Management** Link and **“View Exceptions”**

The screenshot shows the HM Government Learner Management interface. At the top, there is a header with the HM Government logo, the text 'Welcome: 09 HEAP SFA Org ID: MIAP0009', and links for 'Help', 'Contact us', 'My account', and 'Log out'. Below the header, there are two tabs: 'Learner Management' (selected) and 'Achievement Management'. The main content area is divided into two columns. The left column contains a navigation menu with links: 'Find a Learner', 'Register Learner', 'Submit Batch Registration', 'View Batch Registration', 'View Exceptions' (highlighted with a red box), 'Learner Verification', and 'User Management'. The right column contains two search forms. The first form is titled 'Find by ULN' and has fields for 'ULN \*', 'Given name \*', and 'Family name \*'. Below these fields are two questions: 'Where can the learner find their ULN?' and 'Why do I need to provide so much information?'. A 'Search' button is at the bottom of this form. The second form is titled 'Find by personal details' and has fields for 'Given name \*', 'Family name \*', 'Previous family name', 'Date of birth \*', 'Gender \*', and 'Postcode \*'. Below these fields is a question: 'Which fields should I search on?'. A 'Search' button is at the bottom of this form.

The screenshot shows the HM Government Learner Management interface with the 'View Exceptions' link selected. The header is the same as in the previous screenshot. The navigation menu on the left now includes 'View Exceptions'. The main content area is titled 'Exception list' and shows a table with the following columns: 'Given name', 'Family name', 'Date of birth', 'Gender', 'Postcode', 'Organisation's file name', 'Return code', 'Expiry date', and 'Action'. The table is currently empty, with the text 'No Records to display.' and a link 'Select to mark exceptions for deletion'. Below the table are two buttons: 'Delete selected records' and 'Export processed exceptions'. A red box highlights the table area, and a red arrow points from a text box to the 'Family name' column header. The text box contains the text: 'The list of exceptions will be shown here'.

Here is an explanation on how the most common exceptions should be handled.

## RC006 Insufficient data to create a ULN

RC006 is returned when LRS failed to create a ULN because one or more of the mandatory fields has not been supplied particularly **Verification Type** and/or **Ability to Share**.

### Steps to process RC006

- From the exceptions list screen, select the '**Process**' hyperlink on the far right column of the individual record.

#### Duplicate exception summary

<input type="checkbox"/>	Given name	Family name	Date of birth	Gender	Postcode	Organisation's file name	Return code	Expiry date	Action
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB		RC007		<a href="#">Process all</a>

#### Duplicate exceptions

<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032 0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>
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- Enter the complete information in a screen similar to the one shown below.

Please enter learner's details

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What information should I provide?

Title: \_\_\_\_\_ Email: \_\_\_\_\_

Given name:  School at age 16: \_\_\_\_\_

Preferred given Name:  Scottish candidate number: \_\_\_\_\_

Middle other name: \_\_\_\_\_ Address line 1:

Family name:  Address line 2: \_\_\_\_\_

Previous family name:  Town:

Family name at age 16: \_\_\_\_\_ County: \_\_\_\_\_

Gender \*  Postcode \*

Date of birth \*    Date of address capture: \_\_\_\_\_

Place of birth: \_\_\_\_\_

Nationality:

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**Other learner verification is required for full learner privileges**

Verification type:  Ability to share:

Why are verification type and ability to share important?

Mandatory fields are marked with an asterisk (\*)

- Now select '**Register Learner**'

## RC007 Possible Matches

RC007 is returned when you have tried to register a learner for a new ULN but the system believes one already exists.

### Check;

- If the learner has moved address and the postcode needs updated.
- The date of birth; to ensure the day and month has not been transposed.
- If the learner's name is different from your records i.e. Your records show the learner's full name but LRS holds the learner's preferred name.
- If the learner's gender has been recorded correctly; 2=Female, 1=Male.

### Steps to process RC007

- From the view exceptions list, select the '**Process**' hyperlink on the far right column of the individual record.

#### Duplicate exception summary

<input type="checkbox"/>	Given name	Family name	Date of birth	Gender	Postcode	Organisation's file name	Return code	Expiry date	Action
	adrian	pritchard	10/10/1992	Male	G4 4AB		RC007		<a href="#">Process all</a>

#### Duplicate exceptions

<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032 0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>
<input type="checkbox"/>	adrian	pritchard	10/10/1992	Male	G4 4AB	LRB_10099407_05032 0110905.XML	RC007	24/03/2012	<a href="#">Process single</a>

- The possible matches are listed. A plus '+' sign is available to expand the record information.

Provided details MIS Identifier: 0001

Input	Given name	Family name	ULN	Date of birth	Gender	Postcode	Master
Original:	Zachery	Taylor		01/01/1970	Male	AB10 1UD	

### Check boxes

Your search results

<input type="checkbox"/>	Zachery	Taylor	5624701631	01/01/1970	Male	AB10 1UD	
Title: M		School at age 16: Washington Prep School		Address: AB10 1UD			
Middle other name: John		Place of birth: Coventry					
Preferred given name: -		Nationality: GBR					
Previous family name: -		Email: George@washington.COM					
Family name at age 16: -							
<input type="checkbox"/>	Zachery	Taylor	6723561014	01/07/1928	Male	AB10 1UD	
<input type="checkbox"/>	Zachery	Taylor	7207009789	01/01/1970	Male	CV1 1LL	

Select this learner    Select and update learner    Return to exceptions list    Register new learner

- Once you have reviewed the list by ticking the checkbox, choose the learner that you want to select as correct record,
- Now that the checkbox is selected, **'Select this learner'** and **'Select and update learner'** buttons are enabled;
  - **'Select this learner'** button sets the selected learner record to the valid record; it processes the exception.
  - **'Select and update learner'** button displays the **'View learner profile'** where further changes can be made to the learner record.
- After the exception has been dealt with it will be deleted from the exceptions list.

Sometimes exceptions, which have been included in the report sent to the school Info@ account, are not listed in the LRS portal. When this occurs the following steps must be followed:

1. In the "Find by personal details" screen area, enter the details of the pupil that is listed as exception RC007, in the report sent to the Info@ account. It is only the UPN that is listed in the report; therefore the rest of learner's detail will have to be extracted from SIMS.
2. Now click [Search](#)

The screenshot shows the 'Find by personal details' search interface. The header includes 'HM Government' and 'Welcome: 09 MEAP SFA Org ID: MIAP0009'. The search form has the following fields:

- Given name \* (Text input)
- Family name \* (Text input)
- Previous family name (Text input)
- Date of birth \* (Date picker: 26 January 1999)
- Gender \* (Dropdown: Female)
- Postcode \* (Text input: BT412LY)

A red arrow points to the 'Find by personal details' header. A 'Search' button is located at the bottom right of the form.

3. Once the learner has been found, as shown in the screen below, the details for the new learner can be entered by clicking on [Register this learner](#)

The screenshot shows the 'Find learner by personal details results' page. The search criteria used are:

- Given name: Emma
- Family name: McHughan
- Previous family name: (empty)
- Date of birth: 26 January 1999
- Gender: Female
- Postcode: BT412LY

The search results table is as follows:

Given name	Family name	ULN	Date of birth	Gender	Postcode	Master	
Emma	McHughan	22463940	15 Aug 1995	Female	BT412LY	No	<a href="#">View profile</a>

A 'Register this learner' button is located at the bottom right of the results section.

4. The screen below is where all personal details for the new learner are updated. All fields with an asterisk "\*" must be completed.

The screenshot shows the 'Register learner - details' form. The header includes the HM Government logo and user information: 'Welcome: 09 MIAP SFA Org ID: MIAP0009'. The navigation menu has 'Learner Management' and 'Achievement Management'. The breadcrumb trail is: 'You are here: Find a learner - Find learner by personal details results - Register new learner warning - Register learner details'. The form title is 'Register learner - details'. Below the title, it says 'Please enter learner's details'. A note states 'What information should I provide? Mandatory fields are marked with an asterisk (\*)'. The form contains several input fields: Title, Given name\* (Emma), Preferred given name, Middle other name, Family name\* (Domain), Previous family name, Family name at age 16, Gender\* (Female), Date of birth\* (26 Jan 1999), Place of birth, Nationality, Email, School at age 16, Scottish candidate number, Address line 1, Address line 2, Town, County, Postcode\* (BT41 2LH), and Date of address capture. There is also a section for 'Other learner verification is required for full learner privileges' with dropdowns for 'Verification type' (Relationship with school) and 'Ability to share' (I'm seen and able to share data). At the bottom, there are 'Cancel' and 'Register learner' buttons.

This is what the screen looks like when the learner has been registered and the ULN allocated

The screenshot shows the 'Register learner success' page. The header is the same as the previous screenshot. The breadcrumb trail is: 'You are here: Find a learner - Find learner by personal details results - Register new learner warning - Register learner details - Register learner success'. The page title is 'Register learner Emma Domain'. The main content area displays the message: 'Learner registered successfully. The Learner's ULN is: 1234567890'. Below the message, there are two buttons: 'View learner profile' and 'Register another learner'.

## RC008 Too Many Possible Matches

RC008 is returned when the system failed to find/create a ULN or the LRS has found more than 10 possible matches.

### Steps to process RC008

- From the exceptions list, select the '**Process**' hyperlink on the far right column of the individual record.
- You will be presented with a screen with a message "Too many records match your search results"
- If you are still unable to match a ULN, create a new ULN through the LRS Organisation portal.

## RC009 – RC011

Further infrequent exception errors:

- **RC009** is returned when the ULN supplied in your original file has not been recognised by the LRS (serious error).
  - These exceptions should be reported to C2k and fixed by logging on to the LRS Portal
- **RC010** is returned when one or more of the mandatory fields is/are blank, apart from Given or Family name.
  - Check in SIMS that all mandatory fields have been completed; gender, date of birth and postcode.
  - Once the mandatory fields are completed log, on to the LRS portal directly (as explained in Appendix I) to register the learners and to obtain a ULN.
- **RC011** is returned when the learner information submitted to the LRS, contained data which did not match LRS formats.
  - These errors should be reported to C2k.

# Appendix I

## How to register a learner in the LRS Portal

1. Log on to <https://idp.lrs.imservices.org.uk>.

Due to the session inactivity and for security reasons you are required to login again to continue with your current session

Username

Password

[I have forgotten my password](#)

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2. Select **Learner Management** tab, **Learner Management** Link and the **Register Learner** link

Help | Contact us | My account | Log out

Welcome: 09 MIAP  
SFA  
Org ID: MIAP0009

**Learner Management** | Achievement Management

You are here: Find a learner

Welcome

**Learner Management**

- Find a Learner
- Register Learner
- Submit Batch Registration
- View Batch Registration
- View Exceptions**

**Learner Verification**

**User Management**

**Find by ULN**

Mandatory fields are marked with an asterisk (\*)

ULN \*

Given name \*

Family name \*

Where can the learner find their ULN?

Why do I need to provide so much information?

**Find by personal details**

Mandatory fields are marked with an asterisk (\*)

Given name \*

Family name \*

Previous family name

Date of birth \*

Gender \*

Postcode \*

Which fields should I search on?

3. Enter the learner's details and click on

**Register learner**

The screenshot shows the 'Register learner - details' page. The header includes the HM Government logo, user information (Welcome: 09 MEAP, SFA, Org ID: MIAP0009), and navigation links (Help, Contact us, My account, Log out). The left sidebar contains navigation options: Learner Management (Find a Learner, Register Learner, Submit Batch Registration, View Batch Registration, View Exceptions), Learner Verification, and User Management. The main content area is titled 'Register learner - details' and contains a form for entering learner details. The form includes fields for Title (Mr), Given name (Luis), Preferred given name, Middle other name, Family name (Scott), Previous family name, Family name at age 16, Gender (Male), Date of birth (10 Mar 1990), Place of birth, Nationality, Email, School at age 16, Scottish candidate number, Address line 1, Address line 2, Town, County, Postcode (BT41SLV), and Date of address capture. A section for 'Other learner verification' includes a dropdown for 'Verification type' (Passport) and a dropdown for 'Ability to share' (PI seen and able to share data). A link 'why are verification type and ability to share important?' is provided. At the bottom right, there are 'Cancel' and 'Register learner' buttons.

4. The new ULN will be displayed on the screen. This identifier should be copied to the clipboard and later entered in the Pupil's record in SIMS.

The screenshot shows the 'Register learner success' page. The header is identical to the previous page. The left sidebar is the same. The main content area is titled 'Register learner Luis Scott' and displays the message 'Learner registered successfully. The Learner's ULN is: 7756116029 Copy ULN to clipboard'. Below this message are two buttons: 'View learner profile' and 'Register another learner'.

# Notes

# Notes

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