

New Learner Registration Service (LRS) ULN reports on the Walled Garden



www.cityandguilds.com
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1.1 Update on Diplomas and Unique Learner Numbers Processing

To help make the administration of Diplomas and Unique Learner numbers easier City & Guilds has created new report functionality for your examinations officer to use. This document outlines how they should be used. Nb. this is only applicable if you have candidates with a unique enrolment number who are planning to claim a 14-19 diploma or accreditations within the Qualifications and Credit Framework.

In order for QCF and 14-19 Diplomas to work City & Guilds shares candidate information and results with awarding bodies via the Diploma Aggregation Service (DAS) and the MIAP Learner Registration Service. Eventually there will also be the need to forward results to the Learner Achievement Record (LAR).

The Unique Learner Number (ULN) is used to identify candidates. This is a 10 digit number which is assigned to learners. To obtain an ULN, you should apply to the MIAP Learner Registration Service (LRS)

For more details on ULNs, LRS or DAS please visit www.cityandguilds.com/uln or for more information about how to apply for a Walled Garden account please visit www.walled-garden.com

When you provide City & Guilds with a candidate ULN along with other candidate details; family name, given name, gender and date of birth, the ULN is checked with the LRS to verify that there is a match with the record they hold. City & Guilds receives a response from the LRS and we are now making these responses available to view on the Walled Garden, and if needed, to enable the correction of any mismatches.

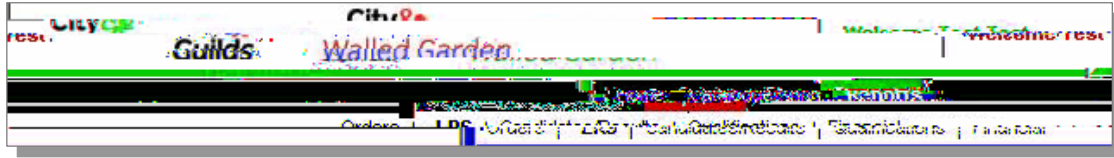
There are 4 response statuses we may receive from the LRS. These are:

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3. **ULN not found (no match)** – This means that no match, not even a close match was found. Assuming the candidate intends to record results in the QCF or for a Diploma, you **must** amend either the City & Guilds record by using the online candidate amendment form, or amend the LRS record. **No results will be sent with a ULN at this status.**

1.2 New Walled Garden Report

This new LRS report can be found on the Walled Garden by choosing “Reports” and then “LRS” as shown below:



Once selected this description appears in the main body of the screen explaining the purpose of the report:

“These reports help Centres identify where errors exist between City & Guilds records and those stored by the LRS.

If any status other than an 'Exact Match' is displayed you should use the "Select" button to see the details of the mismatch.

To correct any mismatch, two possible actions need to be considered, depending on whether it is the City & Guilds or the LRS record that is incorrect?

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1.3 Search options

Search options are available on the left hand side of the screen.



1.4 More detail of response details

A centre will primarily be interested in those ULNs not correctly validated (as these are the ones requiring attention). You can scan the list above and select more detail from any candidate you wish by clicking on the red “select” button to the left of each candidate.

The detail will appear in the bottom (Student ULN Detail) section of the screen. The detail screen will look slightly different for each status, these differences are explained below.

Possible Match

Where a **Possible Match** status is set, you will be able to select the candidate and see which field or fields (name, DOB or gender) are mis-matched.

You then has two options to recitify the mis-matched data:

- Firstly you can chose to amend City & Guilds details to match that of LRS. This would be done using the candidate amendment screen on Walled Garden.
- Secondly you could amend the LRS record. If you amend the LRS record, you should wait for confirmation that the change has been confirmed by LRS before searching for the candidate again and clicking the “Re-verify Candidate to LRS” button (which will only appear for **Possible Match** and **ULN not found (no match)** status).

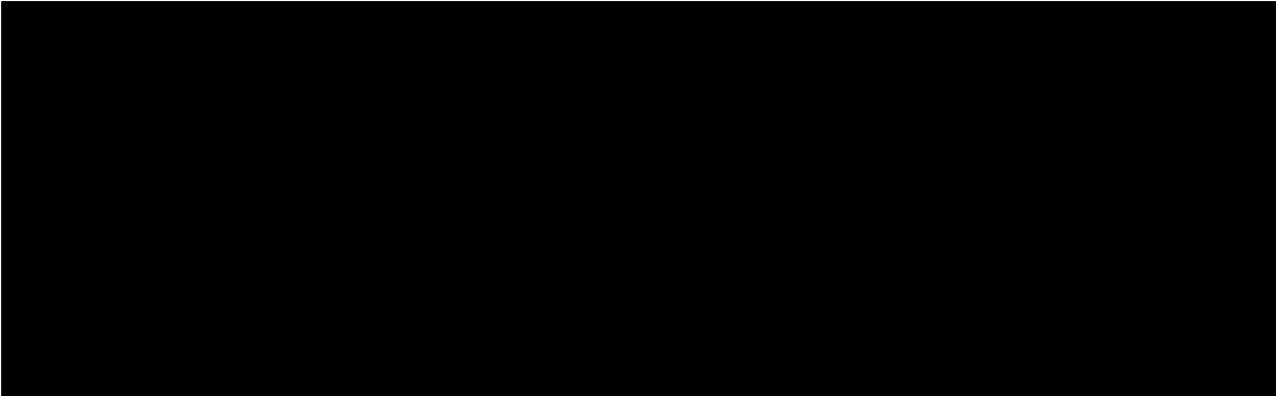
Once the ‘Re-verify candidate to LRS’ button has been clicked this will re-verify the ULN and set the status to ‘Pending Verification’. This means that City & Guilds are awaiting a response from LRS. You can check back over the next 48 hours to see if the status has updated as they expected.

Results will be sent where required to support 14-19 Diplomas or QCF accreditations with

ULN not found

To deal with ULNs with the status set to **ULN not found** the same 2 options apply as in the **possible match** scenario.

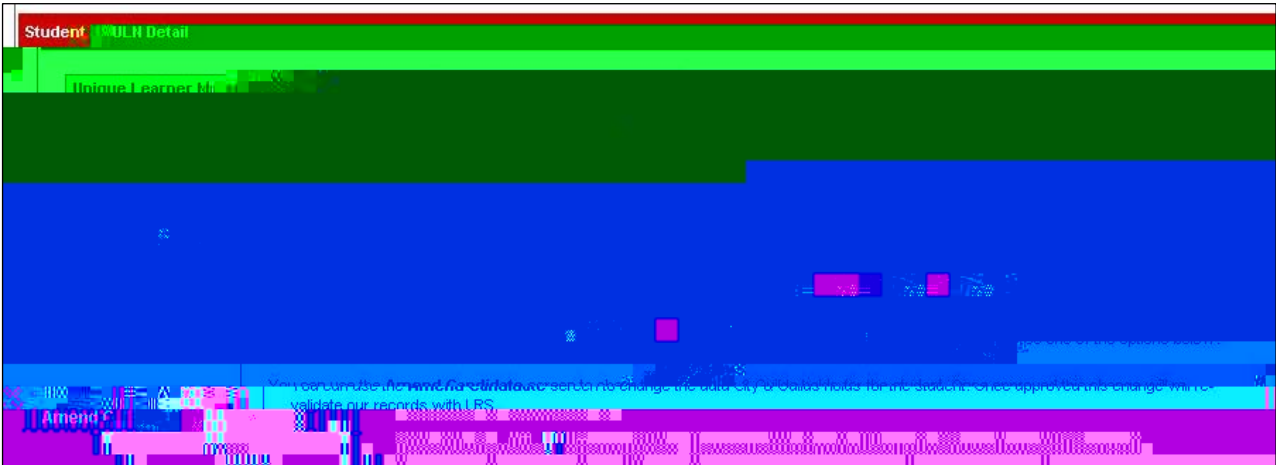
No results can be sent to support 14-19 Diplomas or QCF accreditations until this status is corrected.



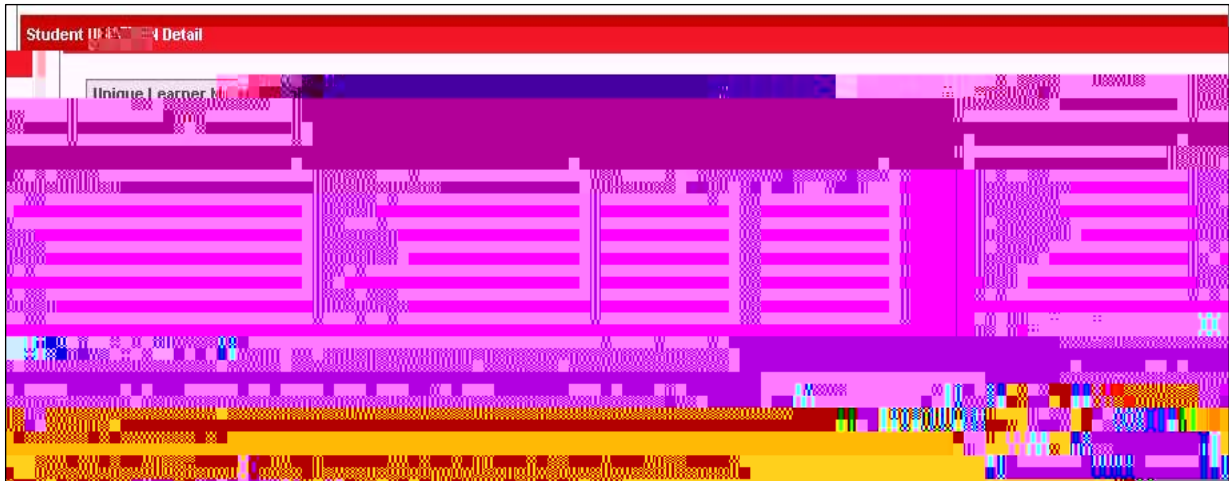
Pending Verification

You can see from this example that as no response has been received from LRS, the LRS response column is blank and all response status are grey. City & Guilds have sent the details and you can check back in 24-48 hours to view the updated response.

You can still amend the candidate details as normal if needed using the online Candidate Amendment function.



Exact Match



A further example of a candidate where the LRS response has been received and status set to “Exact Match” is below.

If the status is set to **Exact Match**, you need take no action.