How do I use the Learner Registration Service (LRS) reports on the Walled Garden?

City & Guilds automatically verifies candidate unique learner number information with the Learner Registration Service (LRS) where we have a record of given name, family name, gender, date of birth and a valid ULN. The document takes you through the process of viewing, checking and correcting candidates information to ensure the LRS records match that of City & Guilds which is required to enable the passing of results by City & Guilds to the Diploma Aggregation Service.

1. Go to [www.walled-garden.com](http://www.walled-garden.com)

2. Enter your user ID and password

   - [Existing customers log in here](#)
   - User ID: 
   - Password: 
   - Please read the Terms of business and tick to confirm acceptance ✔️

3. Click [LOG ON](#)

4. Once in the Walled Garden select [Reports](#). Then select [LRS](#)
5. The search fields will appear on the left hand side of the screen.

![Search](image)

Define the report by using the search criteria below. The fields may change depending upon the selections made. Click **Search** to continue.

- **LRS Status**: No Match
- **which \* belongs to centre**: All my Centres
- **ULN**: 
- **ENR No**: 
- **for period \***: Today
- **or From \***: 16.04.2009
  - **To**: 16.04.2009

* denotes mandatory field

6. Select the LRS status you wish to search for from the drop down menu.

![Dropdown](image)

All LRS Status

- No Match
- Possible Match
- Exact Match
- Pending Verification
- All LRS Status

The search fields will default to search for ‘no match’ but you can change that from the drop down menu.

7. Select the date range of the search – this is a mandatory field. There are two ways to this:
8. Firstly you can use the option.

This field will always default to ‘Today’. To change the date range of the search select from the drop down menu.

9. The other way to select the date range is to use the ‘From’ and ‘To’ fields.

You use this option to put in a specific date range.

The date must always be entered in the format dd.mm.yyyy

10. If you are searching for a specific learner you can put in the either the enrolment number (ENR) or the unique learner number (ULN) into the relevant fields.

11. Once all necessary fields have been completed click Search.

12. The results of the search will be displayed on the right hand side of the screen.
13. Information about the different candidates is displayed inc the LRS status description

This column will reflect the status for a particular candidate. Here are the 4 possible statuses that will appear in the LRS report.

<table>
<thead>
<tr>
<th>Status Description</th>
<th>Status Explanation</th>
<th>Results Sent?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Exact Match</strong></td>
<td>Represents a perfect match on all bio data against the ULN provided. You need take no action.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Possible Match</strong></td>
<td>This means the LRS has a very close match (for example all fields match except first name – LRS record is “Tom” and City &amp; Guilds record is “Thomas”. You can amend either the City &amp; Guilds record by using the Walled Garden candidate amendment form, or amend the LRS record. To amend the LRS record you need to contact LRS directly. Any results this candidate may have will still be sent to DAS with this Possible Match status as the LRS deems the match “close enough”.</td>
<td></td>
</tr>
<tr>
<td><strong>ULN not found (no match)</strong></td>
<td>This means that no match, not even a close match was made. Assuming the candidate intends to record results in the QCF or for a Diploma, you must amend either the City &amp; 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.</td>
<td>No. Amendment to candidate record required</td>
</tr>
<tr>
<td><strong>Pending Verification</strong></td>
<td>This means that since a change was made to candidate data or a ULN was first submitted, City &amp; Guilds have not received a response from LRS and are awaiting one. This is an automated process and you should check back in 48 hours.</td>
<td>No. Amendment to candidate record required</td>
</tr>
</tbody>
</table>

14. To see more detail for a specific candidate click the button
15. Learner information will then be displayed at the bottom of the screen.

<table>
<thead>
<tr>
<th>Unique Learner Number</th>
<th>FNR</th>
<th>Summary LRS Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567890</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

16. If you need to amend the candidate details held by City & Guilds you need to access the candidate amendment screen within Cohort/Candidate Management.