

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

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:

1. **Exact Match** – Represents a perfect match on all bio data against the ULN provided. You need take no action.
2. **Possible Match** – This means the LRS has a very close match (for example all fields match except first name – LRS record is “Tom” and City & Guilds record is “Thomas”). You can amend either the City & 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”.**

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.**

4. **Pending Verification** – This means that since a change was made to candidate data or a ULN was first submitted, City & Guilds has not received a response from LRS and are awaiting one. This is an automated process and you should check back in 48 hours.

To clarify, City and Guilds will **not** be able to send any result data to DAS for ULNs which have not been verified or have failed validation. Results will only be sent for ULNs with the status of **Exact Match** or **Possible Match**.

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?

- To amend City & Guilds records online, use the candidate amendment screen to amend the record to match that stored by the LRS
- To amend the LRS record, log in to the LRS Service and amend its records. Once LRS has confirmed this has been done, return to the Walled Garden Centre Report screen and click the “Re-verify candidate to LRS button”. City & Guilds will then re-verify the record and update the online report. Until a response is received from LRS, the candidate status will show as “pending verification”.

City & Guilds re-verifies the LRS records overnight so this report will not update until this has happened.

For more information on the error messages, such as “possible linked match” please contact the LRS.

City & Guilds will not be able to send diploma results to the Diploma Aggregation Service (DAS) if candidate details have either failed (red traffic light), or are pending verification (grey traffic light).”

1.3 Search options

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

You can search by status, ULN or City & Guilds enrolment number.

“No match” in the search field relates so the status “**ULN not found**”

Note: Date fields are very important. The report will only return candidate ULNs that have been validated within the timeframe set by the centre when running the report i.e. if the centre set the ‘Or From’ field to 01.03.2009 the report will show only information within that date range.

Note: This report will only show the most recent status for a given ULN.

Once the search is initiated, a list of results will be displayed in the main body of the screen. An example is below.

Select	Partner	ULN	LRS Status	LRS Status Description	LRS Status Date	ENR No	Given Name	Family Name	DOB	Gender
<input type="checkbox"/>	ST20269398	1234567821		Verify Learner Details - Exact Match	08.04.2009	GKH0515	Venus	Williams	03.06.1978	F
<input type="checkbox"/>	ST20269397	1234567848		Verify Learner Details - Possible Match	08.04.2009	GKH0503	Cristiano	Ronaldo	01.11.1980	M
<input type="checkbox"/>	ST20269396	1234567856		Pending Verification		GKH0491	Angela	Merkel	03.05.1981	F
<input type="checkbox"/>	ST20269395	1234567864		Verify Learner Details - ULN Not Found		GKH0489	Gordon	Brown	15.12.1979	M
<input type="checkbox"/>	ST20269394	1234567872		Pending Verification		GKH0466	George	maddock	02.04.1981	M
<input type="checkbox"/>	ST20269373	1234567880		Pending Verification		GKH0454	Sarah	pain	01.02.1980	F
<input type="checkbox"/>	ST20269372	1234567899		Pending Verification		GKH0442	Jeni	Lopez	01.01.1980	F
<input type="checkbox"/>	STD1413465	1050000187		Pending Verification		JGY6919	One	Green	30.10.1958	M

8 records found.

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 rectify 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 Possible Match status but centres should be aware the details on a Diploma certificate may for example be different to that of certificates issued directly by City & Guilds. Ideally the centre should correct details and re-verify to ensure an “Exact Match” status.

Student ULN Detail

Unique Learner Number	EHR	Summary LRS Status
1234567848	GKH0503	⚠

	City & Guilds Details	LRS Response	Response Status
Given Name	Cristiano	Ronaldo	⚠
Last Name	Ronaldo	Cristiano	⚠
Date of Birth	01.11.1980	01.11.1980	●
Gender	M	M	●
ULN	1234567848	1234567848	●

Where a match between LRS and City & Guilds has not been found, no data can be displayed by LRS. Please use one of the options below.

You can use the **Amend Candidate** screen to change the data City & Guilds holds for the student. Once approved this change will re-validate our records with LRS.

If data held in City & Guilds record is correct and LRS details require amendment you must contact LRS directly. Once LRS confirm they have amended their records please click **Re-Verify Candidate to LRS** button.

Note: Interface to LRS is overnight so changes made today may take up to 48 hours to update this report.

[Amend Candidate](#)
[Re-Verify Candidate to LRS](#)
[Print](#)

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.

Student ULN Detail

Unique Learner Number	ENR	Summary LRS Status
1234567864	GKH0489	❌

	City & Guilds Details	LRS Response	Response Status
Given Name	Gordon		❌
Last Name	Brown		❌
Date of Birth	15.12.1979		❌
Gender	M		❌
ULN	1234567864		❌

Where a match between LRS and City & Guilds has not been found, no data can be displayed by LRS. Please use one of the options below.

You can use the **Amend Candidate** screen to change the data City & Guilds holds for the student. Once approved this change will re-validate our records with LRS.

If data held in City & Guilds record is correct and LRS details require amendment you must contact LRS directly. Once LRS confirm they have amended their records please click **Re-Verify Candidate to LRS** button.

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Amend Candidate
Re-Verify Candidate to LRS
Print

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.

Student ULN Detail

Unique Learner Number	ENR	Summary LRS Status
1234567872	MVH5764	⬢

	City & Guilds Details	LRS Response	Response Status
Given Name	Britney		⬢
Last Name	Spears		⬢
Date of Birth	05.06.1984		⬢
Gender	F		⬢
ULN	1234567872		⬢

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Amend Candidate
Print

Exact Match

Student ULN Detail

Unique Learner Number	ENR	Summary LRS Status
1050000055	MVD9057	✔

	City & Guilds Details	LRS Response	Response Status
Given Name	Michell	Michell	✔
Last Name	Johanson	Johanson	✔
Date of Birth	01.01.1965	01.01.1965	✔
Gender	F	F	✔
ULN	1050000055	1050000055	✔

Where a match between LRS and City & Guilds has not been found, no data can be displayed by LRS. Please use one of the options below.

You can use the **Amend Candidate** screen to change the data City & Guilds holds for the student. Once approved this change will re-validate our records with LRS.

Amend Candidate

Print

Note: Interface to LRS is overnight so changes made today may take up to 48 hours to update this report.

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.