

# Event Data Challenges

**Data challenge background and resolution**



# Background

**How the Business Support team deal with data challenges**



# What are shared ULNs?

**Shared ULNs is a ULN number that is being used by more than one learner. This happens when a ULN is returned as a possible match (some demographics match). The most common types of shared ULNs are:**

- Twins
- Siblings
- Parent and child with the same or similar names
- Two learners with the same or similar name, the same date of birth but different postcodes



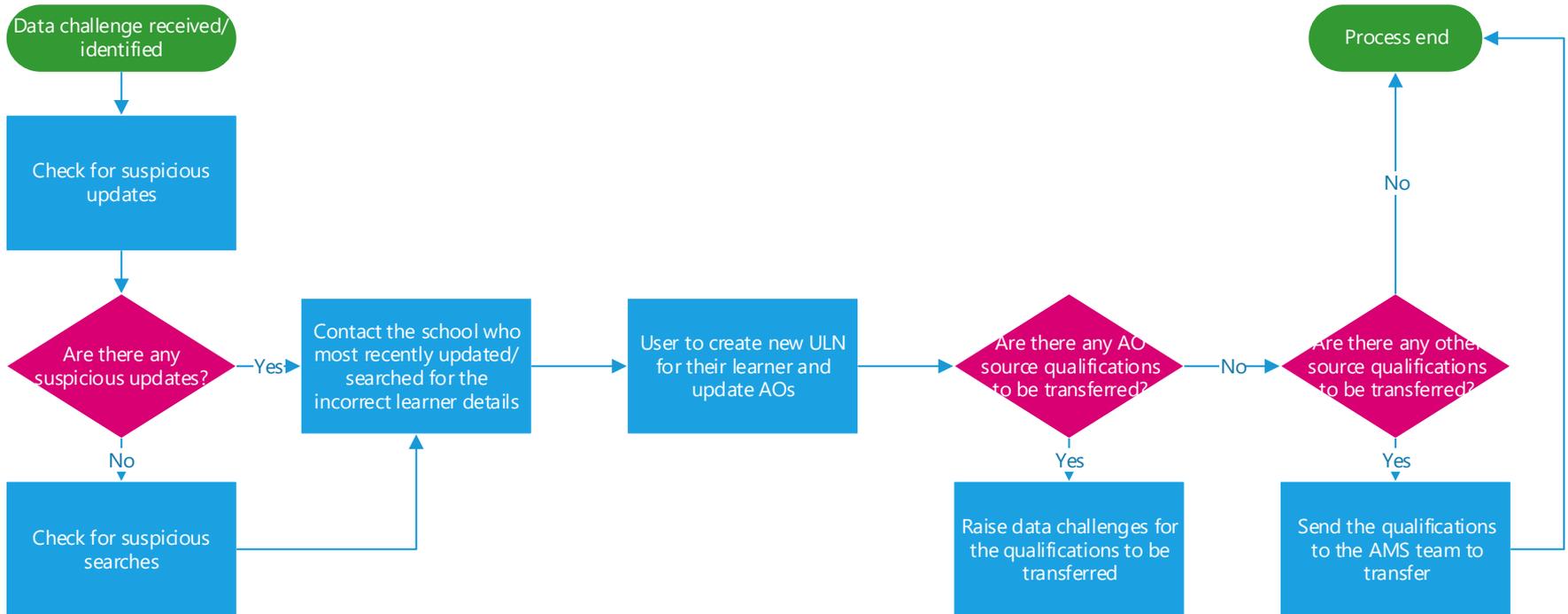
# How shared ULNs are identified

## Shared ULNs are usually identified:

- Through AO validation for exam entries
- By a learning provider challenging qualifications on a record
- By the learning provider querying the learner details
- From the census returns
- Using a reporting tool that identifies possible shared ULNs by the changing demographics



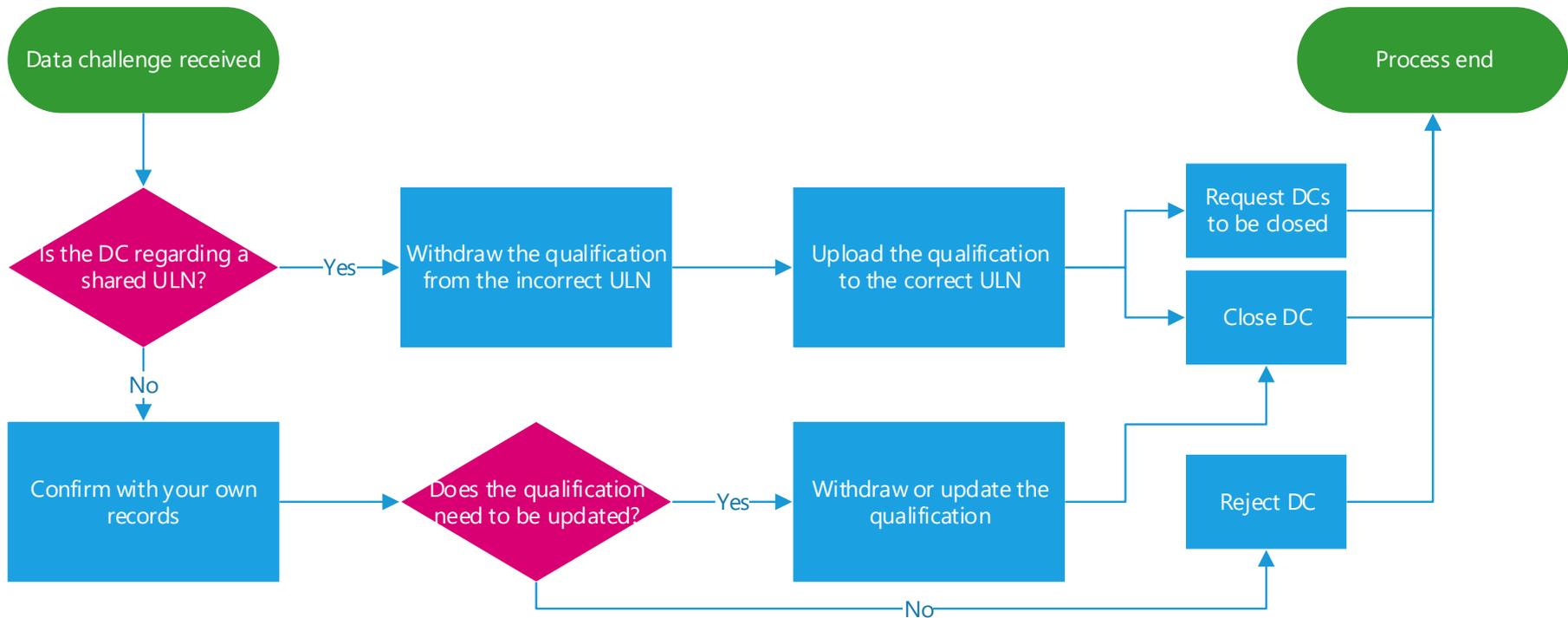
# LRS Business Support responsibilities



1-4 weeks



# Awarding Organisation responsibilities



**Up to 5 weeks**



# How to view a data challenge

**The Business Support team will send out a weekly report of all data challenges, but these can also be viewed in the portal. These contain the learner details, qualification details and user comments.**

**All data challenges are reviewed by the Business Support team before they are sent to the Awarding Organisation for action.**



# How to view a data challenge

The screenshot displays the HM Government LRS Organisation Portal. At the top, the HM Government logo is on the left, and the user is logged in as '09 MIAP SFA' with Org ID 'MIAP0009'. Navigation links for 'Help', 'Contact us', 'My account', and 'Log out' are in the top right. A navigation bar contains two tabs: 'Learner Management' and 'Achievement Management', with the latter being the active tab.

On the left side, a 'You are here: Welcome' breadcrumb trail is shown, followed by a list of navigation links: 'Welcome', 'Achievement Management', 'Learner Verification', and 'User Management'.

The main content area features a 'Verify a learner' form. A note states: 'Mandatory fields are marked with an asterisk (\*)'. The form includes input fields for 'ULN \*', 'Given name \*', and 'Family name \*'. Below these are dropdown menus for 'Date of birth' and 'Gender', with a 'Please select' prompt for the gender dropdown. A blue 'Verify' button is positioned below the form.

To the right of the form is a 'Latest Information' section with a sub-heading 'Service Desk Transition'. It contains three paragraphs of text regarding the migration of the LRS service desk to a new provider on 1st December, changes to service desk opening hours, and a request for user support during the transition period.

Below the form is a photograph of a person's hand holding a bag in front of an 'Education Centre' sign. Underneath the photo is a 'What's New' section with a sub-heading and a paragraph: 'Release 10.4 is the latest version of the LRS Organisation Portal. This release went live on 22 November 2014.'

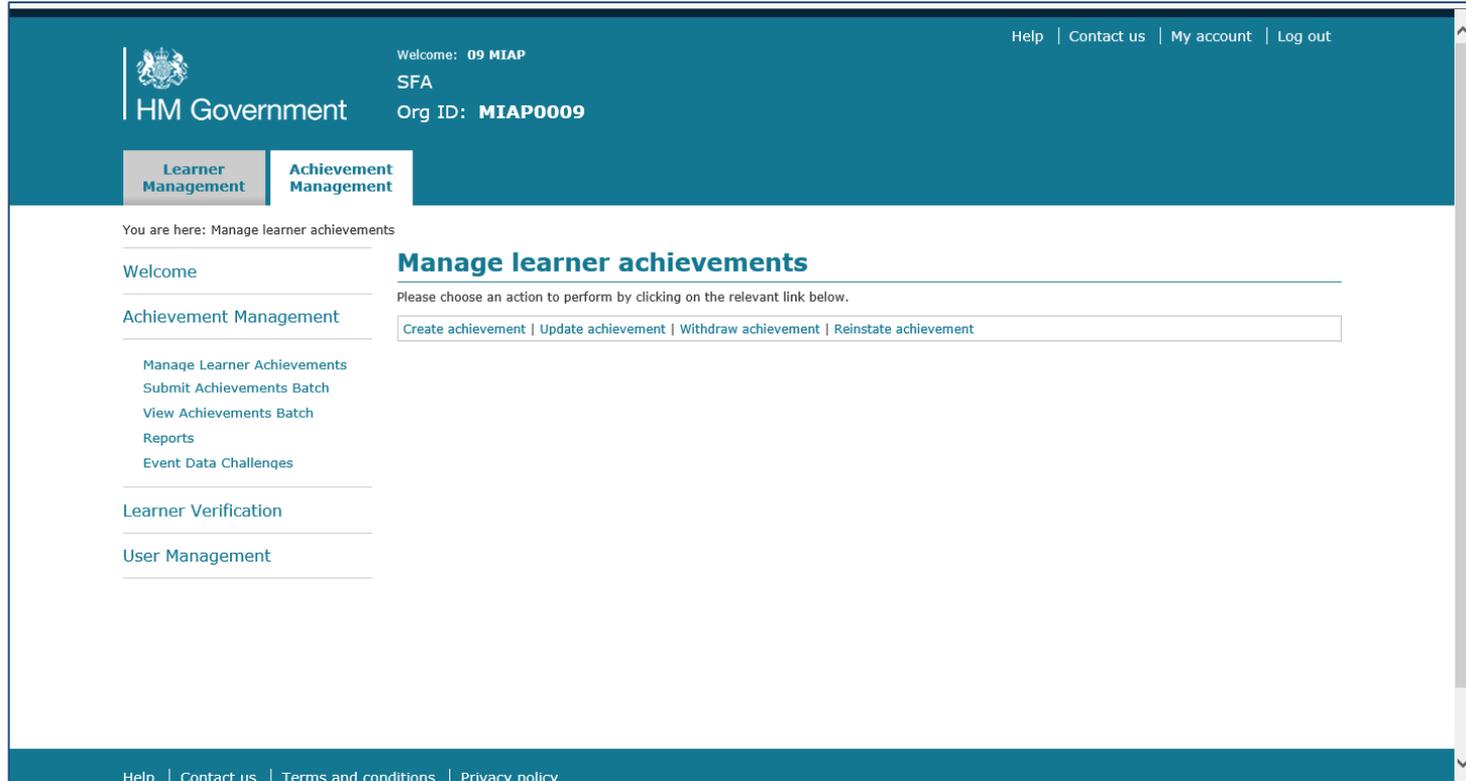
The footer contains navigation links for 'Help', 'Contact us', 'Terms and conditions', and 'Privacy policy'.

**Go to the Achievement Management tab**



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# How to view a data challenge



The screenshot displays the HM Government SFA (Skills Frameworks and Assessment) system interface. The top navigation bar is teal and contains the HM Government logo, the text "Welcome: 09 MIAP SFA Org ID: MIAP0009", and links for "Help", "Contact us", "My account", and "Log out". Below the navigation bar, there are two tabs: "Learner Management" and "Achievement Management", with the latter being the active tab. The main content area is white and features a breadcrumb trail "You are here: Manage learner achievements". The main heading is "Manage learner achievements". Below this, there is a prompt: "Please choose an action to perform by clicking on the relevant link below." followed by a list of links: "Create achievement", "Update achievement", "Withdraw achievement", and "Reinstate achievement". On the left side, there is a vertical menu with the following items: "Welcome", "Achievement Management", "Manage Learner Achievements", "Submit Achievements Batch", "View Achievements Batch", "Reports", "Event Data Challenges", "Learner Verification", and "User Management". The bottom of the page has a teal footer with links for "Help", "Contact us", "Terms and conditions", and "Privacy policy".

**Select Achievement Management from the left hand menu**



# How to view a data challenge

The screenshot displays the HM Government Achievement Management interface. The top navigation bar includes the HM Government logo, user information (Welcome: 09 MIAP, SFA, Org ID: MIAP0009), and links for Help, Contact us, My account, and Log out. The main navigation menu on the left lists 'Learner Management' and 'Achievement Management'. The 'Achievement Management' section is expanded, showing a breadcrumb trail: 'You are here: Event data challenges'. The main content area is titled 'Event data challenges' and contains a sub-header 'Event data challenges' and a description: 'Enquires relating to all event data challenges for your organisation are available below'. Below this, there is a 'Status' dropdown menu set to 'New' and a 'Refresh' button. A 'Set status to in progress' button is also present. A table with columns for Reference, ULN, Given name, Family name, Date raised, Date resolved, Status, and Action is shown, but it contains no records, displaying the message 'No records found using criteria provided'. Another 'Set status to in progress' button is located below the table. The footer of the page includes links for Help, Contact us, Terms and conditions, and Privacy policy.

**Select Event Data Challenges from the left hand menu**



# How to view a data challenge

From this page, you can change the drop down menu to view any that are in progress or already complete.

By selecting “Process”, you can view more details of the data challenge. Note that this will automatically change the status to “In Progress”



# Types of data challenge

## There are 3 main types of data challenge

- Transfer achievement (shared ULN)
- Update achievement (request update to a grade)
- Withdraw achievement (learner is disputing the qualification)

Only the requests to transfer a ULN will be verified by the Business Support team. However, if the two learners have the same name, we will provide the details given by the learning provider.

No validation is done for updates to achievements or disputed qualifications. These will need to be verified by the Awarding Organisation before accepting/rejecting.



# Request to transfer a qualification

**These will be raised only if the ULN was previously shared by two different learners, and are the majority of data challenges raised in the system. Any that have been raised by the Business Support team will follow standard text:**

*“Qualification was uploaded to the incorrect ULN. Please transfer to the correct ULN - 1234567890, Joe Bloggs”*

These qualifications will need to be withdrawn from the incorrect ULN (the one in the data challenge reference) and uploaded to the correct ULN (the one in the user comments).



# Request to update a qualification

**These will be raised by the learning providers on behalf of the learners, and will need to be verified before action is taken.**

**The most common types of request are:**

- Request to add a grade (grade shown as N/A or blank)
- Request to update a grade (the paper was remarked resulting in a different grade)

These qualifications will need to be updated in the system using the original ULN (the one in the data challenge reference).



# Request to update a qualification

**Here are some real examples of requests to update a qualification:**

*“Learner resat her GCSE Maths Qualification in November 2015 and received a grade C.”*

*“Student has produced certificate to indicate they have achieved a grade C rather than D”*

*“Qualification has an award date but no grade. Grade required to confirm learner has achieved this”*

*“Paper was remarked as student has used separate paper for lap top and marker had not seen this!”*



# Request to withdraw a qualification

**These will be raised by the learning providers on behalf of the learners, and will need to be verified before action is taken.**

**The most common types of request are:**

- The learner enrolled but did not complete the qualification
- The learner's details were submitted mistakenly

A request to remove a qualification that was completed but were failed (e.g. grade F) does not need to be actioned. This can be rejected.

These qualifications will need to be withdrawn in the system using the original ULN (the one in the data challenge reference).



# Request to withdraw a qualification

**Here are some real examples of requests to withdraw a qualification:**

*“Initially claimed Level 3 incorrectly due to two registrations number and names being very similar and then emailed exam board to amend. I received a confirmation that this had been amended and the certificates arrived with the correct information on.*

*Unfortunately on the PLR it is showing Level 3 and Level 1 when it should only be Level 1.”*

*“This qualification was claimed in error. The learner only attended one day of learning and then left the course. The overall PASS for Level 1 Award has been challenged and deleted. As this unit was part of the course it also needs to be deleted.”*

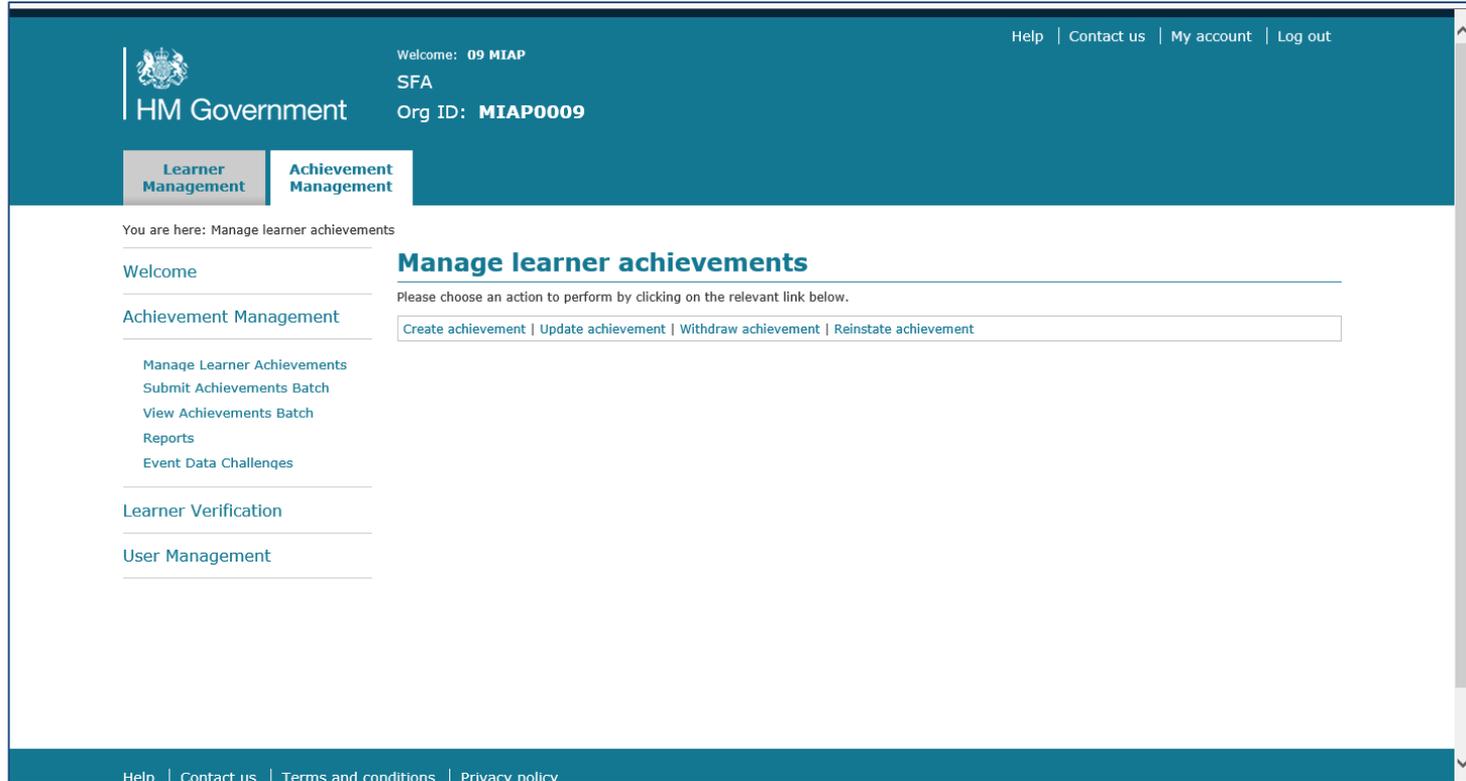


# Manually updating qualifications on the portal

**How to update, create and withdraw qualifications directly on the LRS Organisation Portal**



# How to create a new a qualification



The screenshot shows the HM Government SFA (Skills Frameworks Act) achievement management interface. The header includes the HM Government logo, the text 'Welcome: 09 MIAP SFA Org ID: MIAP0009', and navigation links for 'Help', 'Contact us', 'My account', and 'Log out'. Below the header, there are two tabs: 'Learner Management' and 'Achievement Management'. The main content area is titled 'Manage learner achievements' and includes a breadcrumb trail 'You are here: Manage learner achievements'. A list of navigation options is provided on the left, including 'Welcome', 'Achievement Management', 'Manage Learner Achievements', 'Submit Achievements Batch', 'View Achievements Batch', 'Reports', 'Event Data Challenges', 'Learner Verification', and 'User Management'. The main content area contains a heading 'Manage learner achievements' and a sub-heading 'Please choose an action to perform by clicking on the relevant link below.' Below this, there is a list of actions: 'Create achievement', 'Update achievement', 'Withdraw achievement', and 'Reinstate achievement'.

**Go to Achievement Management and select “Create Achievement”**



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# How to create a new a qualification

Welcome: 09 MIAP  
SFA  
Org ID: MIAP0009

Help | Contact us | My account | Log out

HM Government

Learner Management | Achievement Management

You are here: Manage learner achievements > Create achievement

## Welcome

## Achievement Management

- Manage Learner Achievements
- Submit Achievements Batch
- View Achievements Batch
- Reports
- Event Data Challenges

## Learner Verification

## User Management

## Create achievement

Please enter the learner and achievement details.  
Mandatory fields are marked with an asterisk (\*)

### Learner details

ULN \*

Given name \*

Family name \*

Date of birth

Gender

Postcode

### Achievement details

Aim reference number \*

Achievement award date \*

Grade

Language for assessment

Provider UKPRN

Cancel Create achievement

Help | Contact us | Terms and conditions | Privacy policy

**Enter the learner and qualification details and select “Create Achievement”**



# How to create a new a qualification

The screenshot displays the Skills Funding Agency (SFA) user interface. At the top, the HM Government logo is on the left, and the user is logged in as '09 MIAP' with SFA Org ID 'MIAP0009'. Navigation links for 'Help', 'Contact us', 'My account', and 'Log out' are in the top right. The main navigation bar includes 'Learner Management' and 'Achievement Management', with the latter being the active section. A breadcrumb trail shows 'You are here: Manage learner achievements - Create achievement'. The page title is 'Create achievement confirmation'. A confirmation message states 'Achievement was created successfully.' Below this is an 'Achievement summary' table with two columns: Learner details and Achievement details.

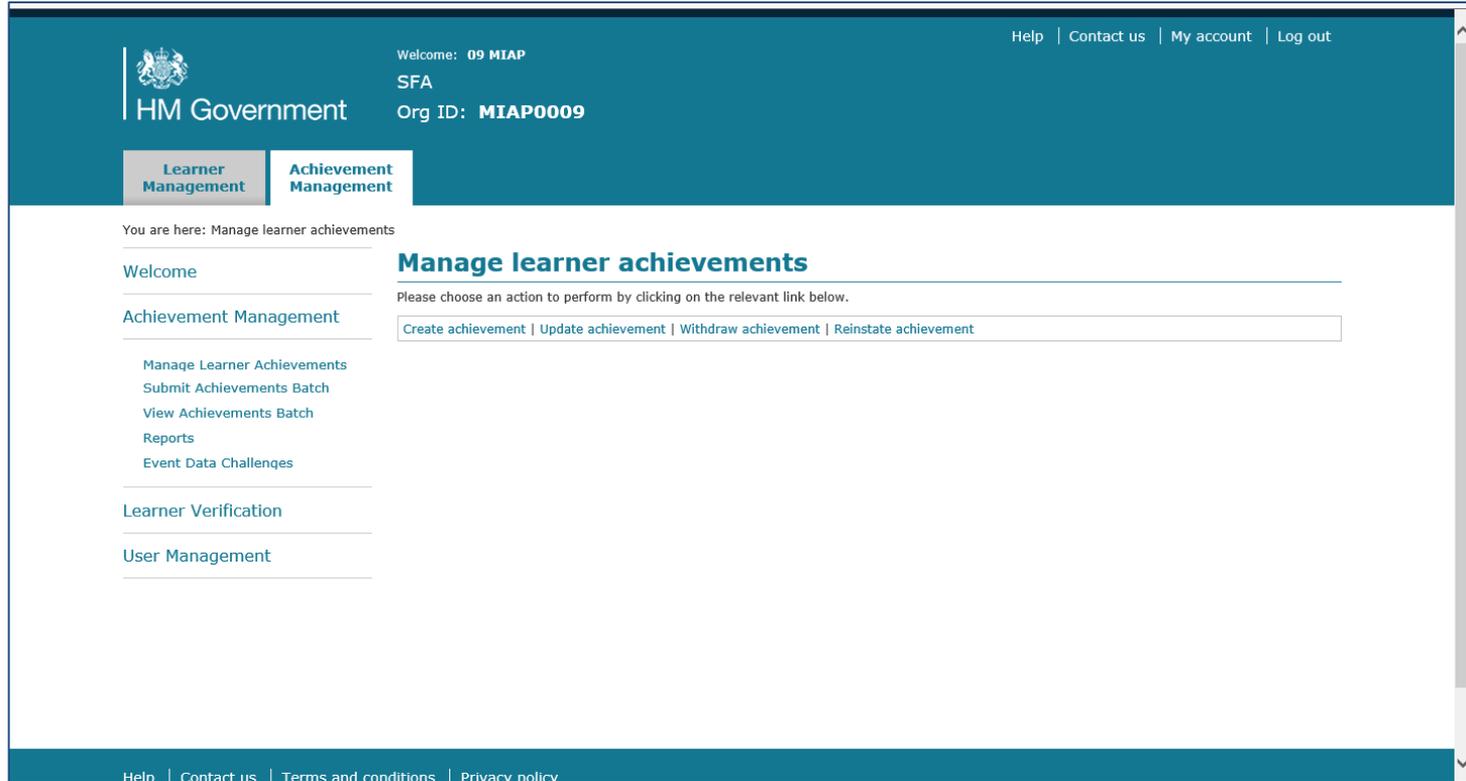
Achievement summary	
ULN	1859466051
Given name	Louise
Family name	Douglas
Date of birth	
Gender	
Postcode	
Aim type	Unit
Aim reference number	A/502/5756
Achievement award date	07 Feb 2017
Grade	
Language for assessment	
Provider	UKPRN

[Back to manage learner achievements](#)

You should see a confirmation message



# How to update an existing qualification



The screenshot shows the HM Government SFA (Skills Frameworks Act) interface. At the top, there is a teal header with the HM Government logo on the left, the text "Welcome: 09 MIAP SFA Org ID: MIAP0009" in the center, and navigation links "Help | Contact us | My account | Log out" on the right. Below the header, there are two tabs: "Learner Management" and "Achievement Management", with the latter being selected. The main content area is titled "Manage learner achievements" and includes a breadcrumb "You are here: Manage learner achievements". A welcome message is followed by a prompt: "Please choose an action to perform by clicking on the relevant link below." Below this, there is a horizontal list of links: "Create achievement | Update achievement | Withdraw achievement | Reinstate achievement". On the left side, there is a sidebar menu with sections: "Welcome", "Achievement Management" (containing links for "Manage Learner Achievements", "Submit Achievements Batch", "View Achievements Batch", "Reports", and "Event Data Challenges"), "Learner Verification", and "User Management". At the bottom of the page, there is a footer with links: "Help | Contact us | Terms and conditions | Privacy policy".

**Go to the Achievement Management tab and select Update Achievement**



# How to update an existing qualification

The screenshot shows the 'Update achievement' page in the SFA system. The header includes the HM Government logo, the user's name '09 MIAP', and the organization ID 'MIAP0009'. The main navigation bar has 'Learner Management' and 'Achievement Management' tabs. The left sidebar contains links for 'Achievement Management', 'Learner Verification', and 'User Management'. The main content area is titled 'Update achievement' and contains a form with the following fields:

- ULN \*
- Given name \*
- Family name \*
- Aim reference number \*
- Achievement award date \*

Buttons for 'Cancel' and 'Find achievement to update' are located at the bottom of the form.

**Enter the details of the qualification that needs to be amended  
and select “Find Achievement to Update”**



# How to update an existing qualification

Welcome: 09 MIAP  
SFA  
Org ID: MIAP0009

Help | Contact us | My account | Log out

Learner Management | Achievement Management

You are here: Manage learner achievements - Find achievement to update

## Welcome

### Achievement Management

- Manage Learner Achievements
- Submit Achievements Batch
- View Achievements Batch
- Reports
- Event Data Challenges

### Learner Verification

### User Management

## Update achievement

Please check the details of the achievement you wish to update.

#### Achievement summary

ULN	1859466051
Given name	Louise
Family name	Douglas
Date of birth	
Gender	
Postcode	
Aim type	Unit
Aim reference number	A/502/5756
Achievement award date	06 Feb 2017

How do I update these fields?

#### Update details

Mandatory fields are marked with an asterisk (\*)

Action date \*

What should the action date be?

Grade

Language for assessment

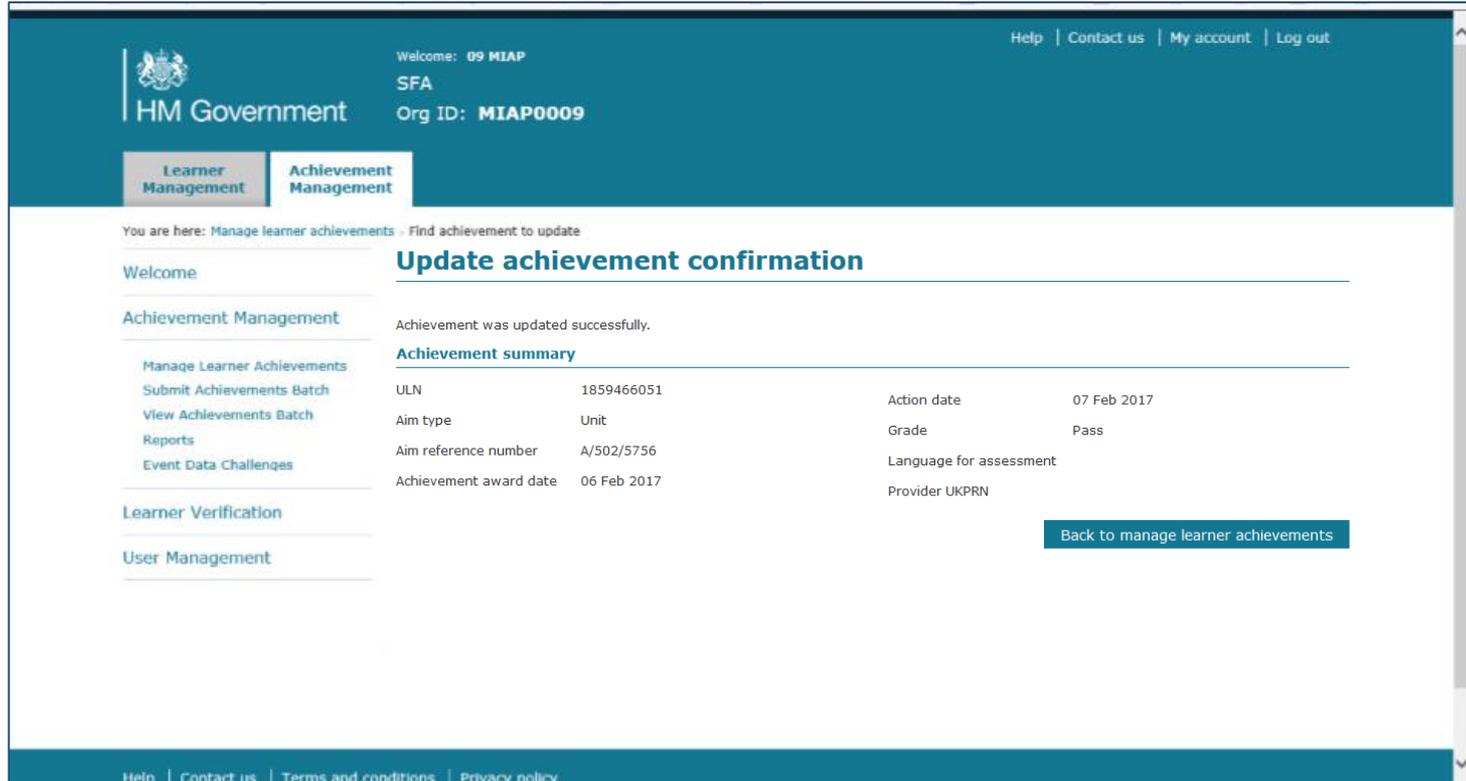
Provider UKPRN

Help | Contact us | Terms and conditions | Privacy policy

**Edit the details of the qualification that need updating and select “Update Achievement”**



# How to update an existing qualification



The screenshot shows the HM Government SFA (Skills Frameworks Act) interface. The user is logged in as '09 MIAP' with Org ID 'MIAP0009'. The page is titled 'Update achievement confirmation' and displays a confirmation message: 'Achievement was updated successfully.' Below this, an 'Achievement summary' table provides details for the updated achievement.

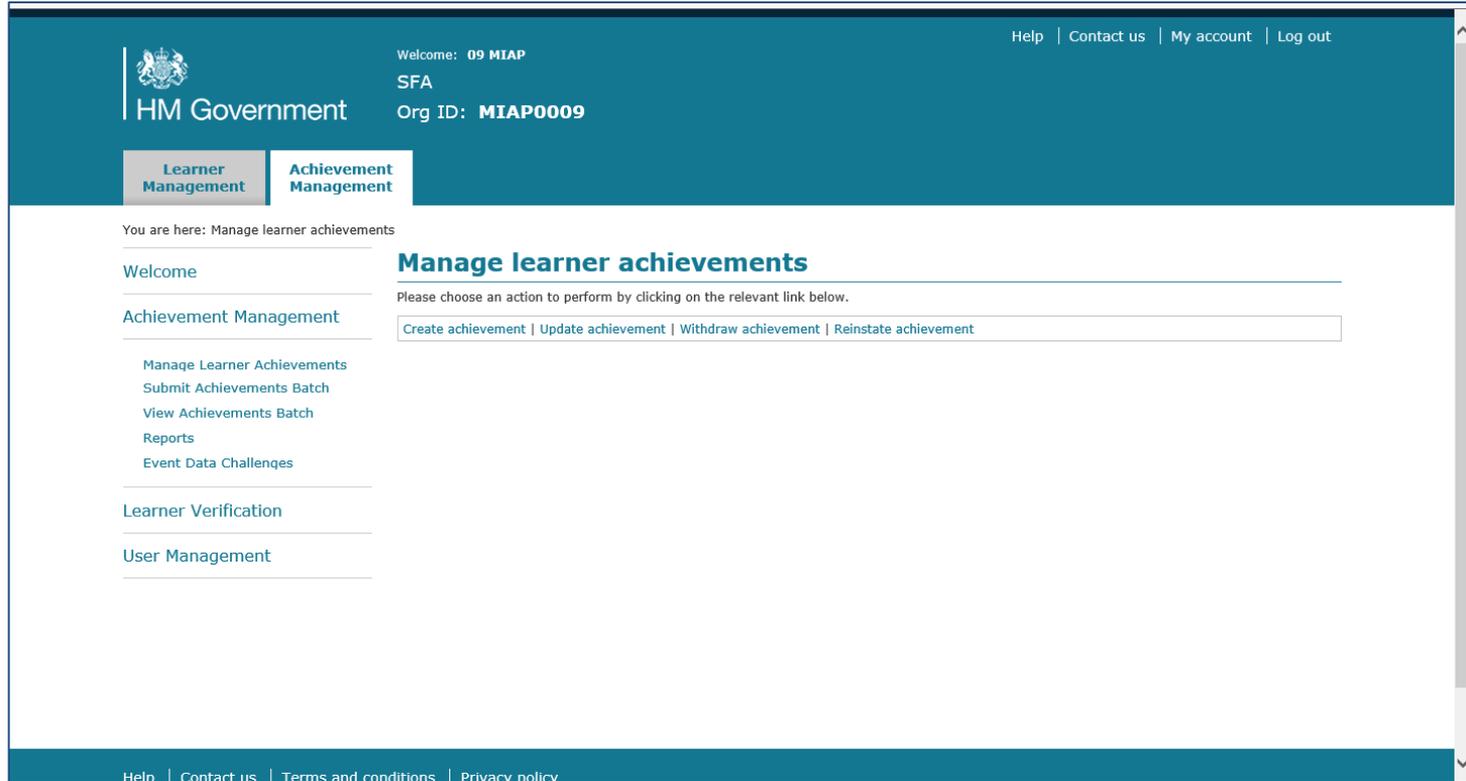
Achievement summary			
ULN	1859466051	Action date	07 Feb 2017
Aim type	Unit	Grade	Pass
Aim reference number	A/502/5756	Language for assessment	
Achievement award date	06 Feb 2017	Provider UKPRN	

A button labeled 'Back to manage learner achievements' is visible at the bottom right of the confirmation area.

**You should see a confirmation message**



# How to withdraw an existing qualification



The screenshot shows the HM Government SFA portal. The top navigation bar includes the HM Government logo, the text 'Welcome: 09 MIAP SFA Org ID: MIAP0009', and links for 'Help', 'Contact us', 'My account', and 'Log out'. Below the navigation bar, there are two tabs: 'Learner Management' and 'Achievement Management'. The 'Achievement Management' tab is active. The main content area is titled 'Manage learner achievements' and includes a sub-header 'Please choose an action to perform by clicking on the relevant link below.' with a list of actions: 'Create achievement', 'Update achievement', 'Withdraw achievement', and 'Reinstate achievement'. The 'Withdraw achievement' link is highlighted. On the left side, there is a sidebar menu with categories: 'You are here: Manage learner achievements', 'Welcome', 'Achievement Management' (with sub-items: 'Manage Learner Achievements', 'Submit Achievements Batch', 'View Achievements Batch', 'Reports', 'Event Data Challenges'), 'Learner Verification', and 'User Management'. The bottom footer contains links for 'Help', 'Contact us', 'Terms and conditions', and 'Privacy policy'.

**Go to the Achievement Management tab and select Withdraw Achievement**



# How to withdraw an existing qualification

The screenshot shows the HM Government SFA (Skills Frameworks Act) interface. The top navigation bar includes the HM Government logo, the text 'Welcome: 09 MIAP SFA Org ID: MIAP0009', and links for 'Help', 'Contact us', 'My account', and 'Log out'. Below the navigation bar, there are two tabs: 'Learner Management' and 'Achievement Management'. The main content area is titled 'Withdraw achievement' and contains a form with the following fields:

- ULN \*
- Given name \*
- Family name \*
- Aim reference number \*
- Achievement award date \*

The form also includes a 'Cancel' button and a 'Find achievement to withdraw' button. The footer of the page contains links for 'Help', 'Contact us', 'Terms and conditions', and 'Privacy policy'.

**Enter the details of the qualification that needs to be withdrawn and select “Find Achievement to withdraw”**



# How to withdraw an existing qualification

Welcome: 09 MIAP  
SFA  
Org ID: MIAP0009

HM Government

Learner Management | Achievement Management

You are here: Manage learner achievements

## Welcome

### Achievement Management

- Manage Learner Achievements
- Submit Achievements Batch
- View Achievements Batch
- Reports
- Event Data Challenges

### Learner Verification

### User Management

## Withdraw achievement

Please check the details of the achievement you wish to withdraw.

#### Achievement summary

ULN	1859466051
Given name	Louise
Family name	Douglas
Date of birth	
Gender	
Postcode	
Aim type	Unit
Aim reference number	A/502/5756
Achievement award date	07 Feb 2017
Grade	
Language for assessment	
Provider	UKPRN

#### Withdraw details

Mandatory fields are marked with an asterisk (\*)

Action date \*

Action reason \*

[What should the action date be?](#)

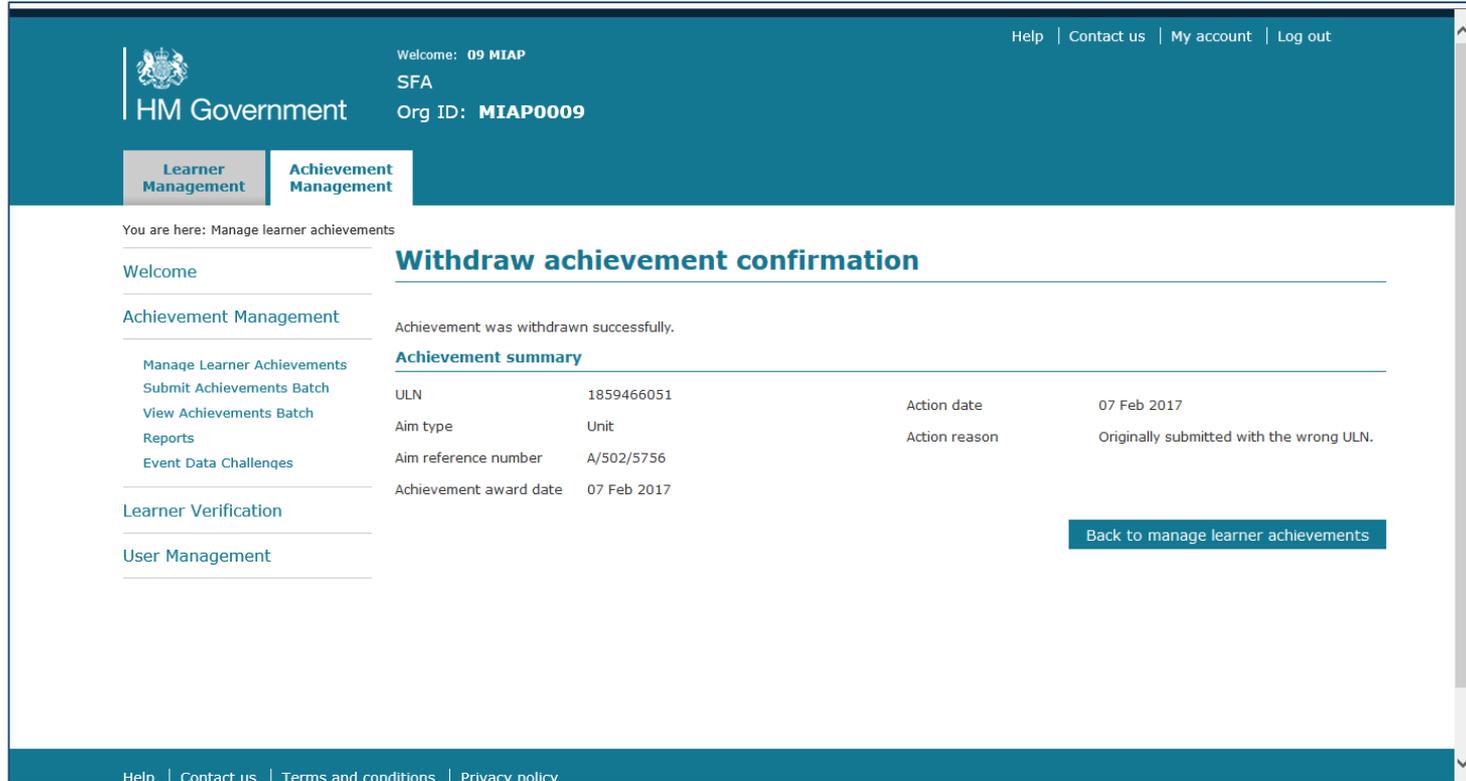
Cancel | Withdraw achievement

Help | Contact us | Terms and conditions | Privacy policy

**Add in the Action Date and the Action Reason, then select  
“Withdraw achievement”**



# How to withdraw an existing qualification



The screenshot shows a web interface for the SFA (Sector Skills Frameworks) system. The header includes the HM Government logo, a welcome message for user '09 MIAP', and navigation links for Help, Contact us, My account, and Log out. The main navigation bar has 'Learner Management' and 'Achievement Management' tabs. The current page is 'Withdraw achievement confirmation', showing a success message: 'Achievement was withdrawn successfully.' Below this is an 'Achievement summary' table with the following data:

Achievement summary			
ULN	1859466051	Action date	07 Feb 2017
Aim type	Unit	Action reason	Originally submitted with the wrong ULN.
Aim reference number	A/502/5756		
Achievement award date	07 Feb 2017		

A button labeled 'Back to manage learner achievements' is located at the bottom right of the confirmation area. The footer contains links for Help, Contact us, Terms and conditions, and Privacy policy.

**You should see a confirmation message**



# Updating multiple qualifications using a batch file

How to manage qualifications in large quantities



# Types of batch file

## There are 3 types of batch files

- LRB (used by Learning Providers to create or update ULNs)
- VLD (used by Awarding Organisations to validate ULNs)
- QCF (used by Awarding Organisations to manage achievements)

This guide will only cover QCF batch files.



# Batch file format

**Batch files will only be accepted if they are in a specific format**

The first row should contain the following information (with no headers):

- A            Number of records\*
- B            RITS number\*
- C            Notification email address
- D            Submission type (this should always be “Final”)

\* Mandatory field



# Batch file format

The subsequent rows should contain:

- A MIS Identifier
- B ULN\*
- C Provider UKPRN
- D Unit or Aim code\*
- E Award Date\*
- F Grade
- G Language for assessment<sup>1</sup>

\* Mandatory field

<sup>1</sup> See full specification for accepted values



# Batch file format

- H Given Name\*
- I Family Name\*
- J Learner postcode
- K Learner date of birth
- L Learner gender<sup>1</sup>
- M Action\*<sup>1</sup>
- N Action Date\*
- O Action Reason\*\*<sup>1</sup>

\* Mandatory field

\*\* Mandatory only if Action Date is 3 - Withdraw

<sup>1</sup> See full specification for accepted values



# Batch file example

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	1	RN5226	catrin.jones@education.gov.uk	Final											
2		1568359179		A/501/4336	08/02/2016	Competent	eng	Sally	Thomas	04/05/2000		1	1	08/02/2016	



# Validating a batch file

**Batch files will only be accepted if they have been validated to meet the specific format**

For external systems, this validation is already completed before the file is sent through/downloaded.

Batch files can also be validated by running them through the [Validation Tool](#). This method shows the manual validation of a file.



# Validating a batch file

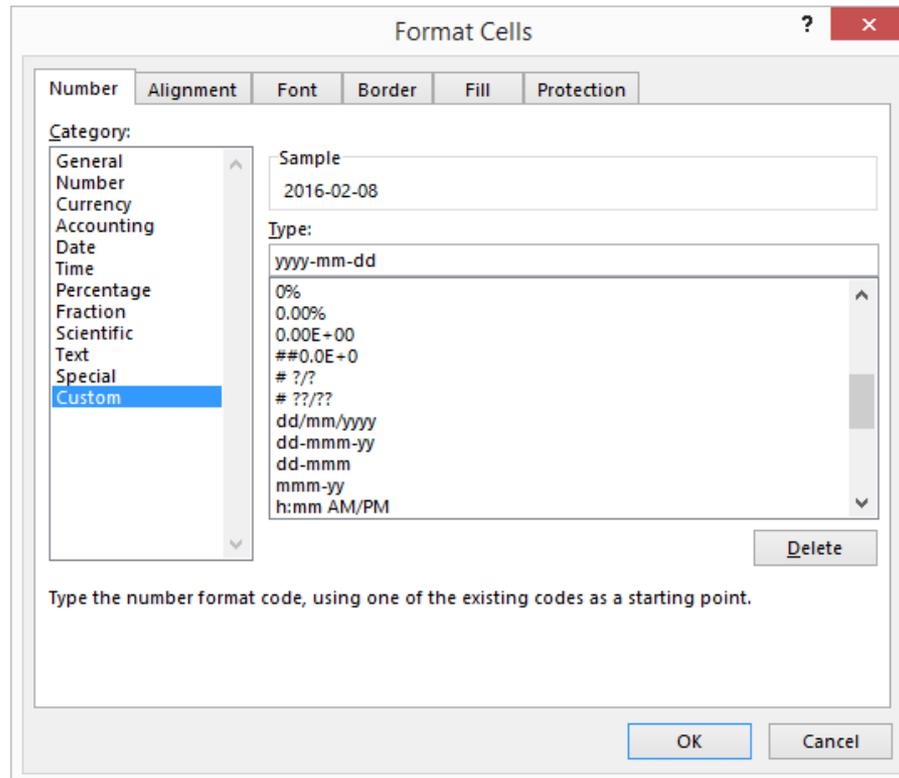
## 1. Convert the format of all dates

For all columns containing a date, you will need to:

- Highlight all cells that contain dates
- Right click and select “Format cells”
- Select “Custom” from the category
- Type in “yyyy-mm-dd”



# Validating a batch file



## 1. Convert the format of all dates



# Validating a batch file

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	18	RN5226	catrin.jon	Final											
2		5074523736		500/4568/4	2016-08-25	D		Euan	Brown				3	2016-08-25	ULNINVALID
3		5074523736		600/0885/4	2016-08-25	C		Euan	Brown				3	2016-08-25	ULNINVALID
4		5074523736		600/9506/4	2016-08-25	D		Euan	Brown				3	2016-08-25	ULNINVALID
5		5074523736		601/3160/3	2016-08-25	C		Euan	Brown				3	2016-08-25	ULNINVALID
6		1756814383		500/8510/4	2014-08-21	F		Chloe	Robinson				3	2014-08-21	ULNINVALID
7		1756814383		600/9506/4	2015-08-20	C		Chloe	Robinson				3	2015-08-20	ULNINVALID
8		1756814383		600/0886/6	2015-08-20	C		Chloe	Robinson				3	2015-08-20	ULNINVALID
9		1756814383		600/0889/1	2015-08-20	C		Chloe	Robinson				3	2015-08-20	ULNINVALID
10		1756814383		600/0891/X	2015-08-20	C		Chloe	Robinson				3	2015-08-20	ULNINVALID
11		2520295049		500/4568/4	2016-08-25	D		Euan	Brown				1	2016-08-25	
12		2520295049		600/0885/4	2016-08-25	C		Euan	Brown				1	2016-08-25	
13		2520295049		600/9506/4	2016-08-25	D		Euan	Brown				1	2016-08-25	
14		2520295049		601/3160/3	2016-08-25	C		Euan	Brown				1	2016-08-25	
15		5455286659		500/8510/4	2014-08-21	F		Chloe	Robinson				1	2014-08-21	
16		5455286659		600/9506/4	2015-08-20	C		Chloe	Robinson				1	2015-08-20	
17		5455286659		600/0886/6	2015-08-20	C		Chloe	Robinson				1	2015-08-20	
18		5455286659		600/0889/1	2015-08-20	C		Chloe	Robinson				1	2015-08-20	
19		5455286659		600/0891/X	2015-08-20	C		Chloe	Robinson				1	2015-08-20	

## 1. Convert the format of all dates



# Validating a batch file

## 2. Add a symbols to define the beginning and end of a row

- Add a \$ to the beginning of all values in column A \*
- Add a \$ to the end of all values in column D/O

\* If you have added an MIS identifier to column A, create a new column and add only \$ to all rows.



# Validating a batch file

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	\$18	RN5226	catrin.jones@education.gov.uk	Final\$											
2	\$	1568359179		500/4568/4	2017-08-25	D		Sally	Thomas				3	2017-08-25	ULNINVALID\$
3	\$	1568359179		600/0885/4	2017-08-25	C		Sally	Thomas				3	2017-08-25	ULNINVALID\$
4	\$	1568359179		600/6506/4	2017-08-25	D		Sally	Thomas				3	2017-08-25	ULNINVALID\$
5	\$	1568359179		601/3160/3	2017-08-25	C		Sally	Thomas				3	2017-08-25	ULNINVALID\$
6	\$	1756814381		500/8510/4	2017-08-25	F		Chloe	Robinson				3	2017-08-25	ULNINVALID\$
7	\$	1756814381		600/9506/4	2017-08-25	C		Chloe	Robinson				3	2017-08-25	ULNINVALID\$
8	\$	1756814381		600/0886/6	2017-08-25	C		Chloe	Robinson				3	2017-08-25	ULNINVALID\$
9	\$	1756814381		600/0889/1	2017-08-25	C		Chloe	Robinson				3	2017-08-25	ULNINVALID\$
10	\$	1756814381		600/0891/X	2017-08-25	C		Chloe	Robinson				3	2017-08-25	ULNINVALID\$
11	\$	1568359179		500/4568/4	2017-08-25	D		Sally	Thomas				1	2017-08-25	\$
12	\$	1568359179		600/0885/4	2017-08-25	C		Sally	Thomas				1	2017-08-25	\$
13	\$	1568359179		600/9506/4	2017-08-25	D		Sally	Thomas				1	2017-08-25	\$
14	\$	1568359179		601/3160/3	2017-08-25	C		Sally	Thomas				1	2017-08-25	\$
15	\$	1756814381		500/8510/4	2017-08-25	F		Chloe	Robinson				1	2017-08-25	\$
16	\$	1756814381		600/9506/4	2017-08-25	C		Chloe	Robinson				1	2017-08-25	\$
17	\$	1756814381		600/0886/6	2017-08-25	C		Chloe	Robinson				1	2017-08-25	\$
18	\$	1756814381		600/0889/1	2017-08-25	C		Chloe	Robinson				1	2017-08-25	\$
19	\$	1756814381		600/0891/X	2017-08-25	C		Chloe	Robinson				1	2017-08-25	\$

2. Add a symbols to define the beginning and end of a row



# Validating a batch file

## 3. Save the file

When saving the file, select “CSV (Comma delimited) (\*.csv)” from the “Save as type” drop down menu.

For the name of the file, you will need to follow a specific format:

QCF\_XXXXXXXX\_YYYY-MM-DD\_nnn.CSV

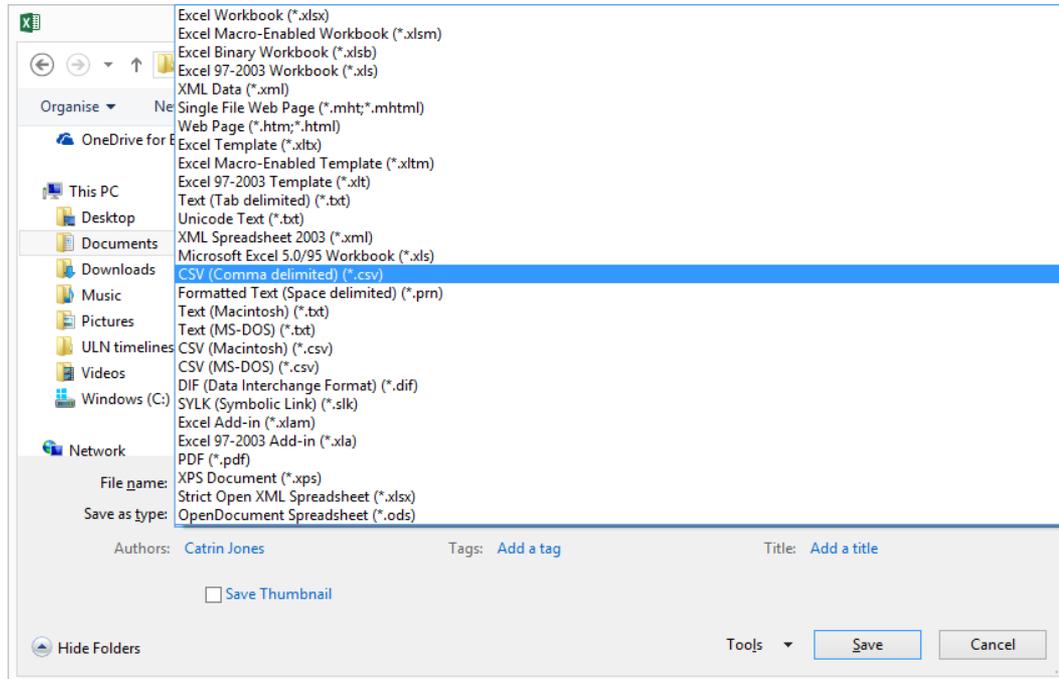
Where:

XXXXXXXX	UKPRN
YYYY	year
MM	month
DD	day
nnn	number of submissions

Note that the .CSV must be in capitals



# Validating a batch file



## 3. Save the file



# Validating a batch file

## 4. Open the file in Notepad or Wordpad

- Find the file in File Explorer
- Right click on the file
- Select “Open With” > “Notepad” or “Wordpad”

If you are unable to select either of these, open the program then select “Open” from the menu instead.



# Validating a batch file

```
1 $18,RN5226,catrin.jones@education.gov.uk,Final$,,,,,,,,,,
2 $,1568359179,,500/4568/4,2017-08-25,D,,Sally,Thomas,,,,3,2017-08-25,ULNINVALID$
3 $,1568359179,,600/0885/4,2017-08-25,C,,Sally,Thomas,,,,3,2017-08-25,ULNINVALID$
4 $,1568359179,,600/6506/4,2017-08-25,D,,Sally,Thomas,,,,3,2017-08-25,ULNINVALID$
5 $,1568359179,,601/3160/3,2017-08-25,C,,Sally,Thomas,,,,3,2017-08-25,ULNINVALID$
6 $,1756814381,,500/8510/4,2017-08-25,F,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
7 $,1756814381,,600/9506/4,2017-08-25,C,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
8 $,1756814381,,600/0886/6,2017-08-25,C,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
9 $,1756814381,,600/0889/1,2017-08-25,C,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
10 $,1756814381,,600/0891/X,2017-08-25,C,,Chloe,Robinson,,,,3,2017-08-25,ULNINVALID$
11 $,1568359179,,500/4568/4,2017-08-25,D,,Sally,Thomas,,,,1,2017-08-25,$
12 $,1568359179,,600/0885/4,2017-08-25,C,,Sally,Thomas,,,,1,2017-08-25,$
13 $,1568359179,,600/9506/4,2017-08-25,D,,Sally,Thomas,,,,1,2017-08-25,$
14 $,1568359179,,601/3160/3,2017-08-25,C,,Sally,Thomas,,,,1,2017-08-25,$
15 $,1756814381,,500/8510/4,2017-08-25,F,,Chloe,Robinson,,,,1,2017-08-25,$
16 $,1756814381,,600/9506/4,2017-08-25,C,,Chloe,Robinson,,,,1,2017-08-25,$
17 $,1756814381,,600/0886/6,2017-08-25,C,,Chloe,Robinson,,,,1,2017-08-25,$
18 $,1756814381,,600/0889/1,2017-08-25,C,,Chloe,Robinson,,,,1,2017-08-25,$
19 $,1756814381,,600/0891/X,2017-08-25,C,,Chloe,Robinson,,,,1,2017-08-25,$
```

## 4. Open the file in Notepad or Wordpad



# Validating a batch file

```
1 $18,RN5226,catrin.jones@education.gov.uk,Final$,,,,,,,,,,
2 $,1568359179,,500/4568/4,2017-08-25,D,,Sally,Thomas,,,,,3,2017-08-25,ULNINVALID$
3 $,1568359179,,600/0885/4,2017-08-25,C,,Sally,Thomas,,,,,3,2017-08-25,ULNINVALID$
4 $,1568359179,,600/6506/4,2017-08-25,D,,Sally,Thomas,,,,,3,2017-08-25,ULNINVALID$
5 $,1568359179,,601/3160/3,2017-08-25,C,,Sally,Thomas,,,,,3,2017-08-25,ULNINVALID$
6 $,1756814381,,500/8510/4,2017-08-25,F,,Chloe,Robinson,,,,,3,2017-08-25,ULNINVALID$
7 $,1756814381,,600/9506/4,2017-08-25,C,,Chloe,Robinson,,,,,3,2017-08-25,ULNINVALID$
8 $,1756814381,,600/0886/6,2017-08-25,C,,Chloe,Robinson,,,,,3,2017-08-25,ULNINVALID$
9 $,1756814381,,600/0889/1,2017-08-25,C,,Chloe,Robinson,,,,,3,2017-08-25,ULNINVALID$
10 $,1756814381,,600/0891/X,2017-08-25,C,,Chloe,Robinson,,,,,3,2017-08-25,ULNINVALID$
11 $,1568359179,,500/4568/4,2017-08-25,D,,Sally,Thomas,,,,,1,2017-08-25,$
12 $,1568359179,,600/0885/4,2017-08-25,C,,Sally,Thomas,,,,,1,2017-08-25,$
13 $,1568359179,,600/9506/4,2017-08-25,D,,Sally,Thomas,,,,,1,2017-08-25,$
14 $,1568359179,,601/3160/3,2017-08-25,C,,Sally,Thomas,,,,,1,2017-08-25,$
15 $,1756814381,,500/8510/4,2017-08-25,F,,Chloe,Robinson,,,,,1,2017-08-25,$
16 $,1756814381,,600/9506/4,2017-08-25,C,,Chloe,Robinson,,,,,1,2017-08-25,$
17 $,1756814381,,600/0886/6,2017-08-25,C,,Chloe,Robinson,,,,,1,2017-08-25,$
18 $,1756814381,,600/0889/1,2017-08-25,C,,Chloe,Robinson,,,,,1,2017-08-25,$
19 $,1756814381,,600/0891/X,2017-08-25,C,,Chloe,Robinson,,,,,1,2017-08-25,$
```

## 5. Remove all commas from the top row after the \$



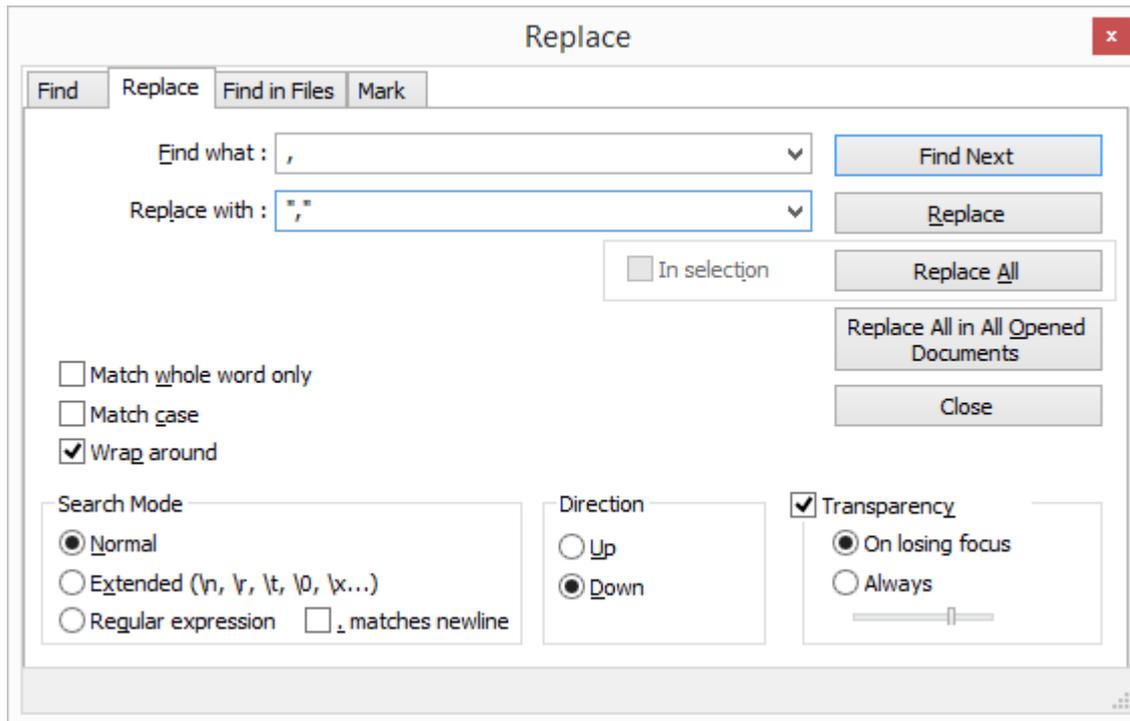
# Validating a batch file

## 6. Use Find and Replace to update the special characters

- Press CTRL + H to open the “Find and Replace” screen
- Find all \$ characters and replace with “
  - Note: if you have added in a new column due to the MIS Identifier, find \$” and replace with “
- Select Replace All
- Find all , characters and replace with “,”
- Select Replace All



# Validating a batch file



## 6. Use Find and Replace to update the special characters



# Validating a batch file

```
1 "18", "RNS226", "catrin.jones@education.gov.uk", "Final"
2 "", "1568359179", "", "500/4568/4", "2017-08-25", "D", "", "Sally", "Thomas", "", "", "", "3", "2017-08-25", "ULNINVALID"
3 "", "1568359179", "", "600/0885/4", "2017-08-25", "C", "", "Sally", "Thomas", "", "", "", "3", "2017-08-25", "ULNINVALID"
4 "", "1568359179", "", "600/6506/4", "2017-08-25", "D", "", "Sally", "Thomas", "", "", "", "3", "2017-08-25", "ULNINVALID"
5 "", "1568359179", "", "601/3160/3", "2017-08-25", "C", "", "Sally", "Thomas", "", "", "", "3", "2017-08-25", "ULNINVALID"
6 "", "1756814381", "", "500/8510/4", "2017-08-25", "F", "", "Chloe", "Robinson", "", "", "", "3", "2017-08-25", "ULNINVALID"
7 "", "1756814381", "", "600/9506/4", "2017-08-25", "C", "", "Chloe", "Robinson", "", "", "", "3", "2017-08-25", "ULNINVALID"
8 "", "1756814381", "", "600/0886/6", "2017-08-25", "C", "", "Chloe", "Robinson", "", "", "", "3", "2017-08-25", "ULNINVALID"
9 "", "1756814381", "", "600/0889/1", "2017-08-25", "C", "", "Chloe", "Robinson", "", "", "", "3", "2017-08-25", "ULNINVALID"
10 "", "1756814381", "", "600/0891/X", "2017-08-25", "C", "", "Chloe", "Robinson", "", "", "", "3", "2017-08-25", "ULNINVALID"
11 "", "1568359179", "", "500/4568/4", "2017-08-25", "D", "", "Sally", "Thomas", "", "", "", "1", "2017-08-25", ""
12 "", "1568359179", "", "600/0885/4", "2017-08-25", "C", "", "Sally", "Thomas", "", "", "", "1", "2017-08-25", ""
13 "", "1568359179", "", "600/9506/4", "2017-08-25", "D", "", "Sally", "Thomas", "", "", "", "1", "2017-08-25", ""
14 "", "1568359179", "", "601/3160/3", "2017-08-25", "C", "", "Sally", "Thomas", "", "", "", "1", "2017-08-25", ""
15 "", "1756814381", "", "500/8510/4", "2017-08-25", "F", "", "Chloe", "Robinson", "", "", "", "1", "2017-08-25", ""
16 "", "1756814381", "", "600/9506/4", "2017-08-25", "C", "", "Chloe", "Robinson", "", "", "", "1", "2017-08-25", ""
17 "", "1756814381", "", "600/0886/6", "2017-08-25", "C", "", "Chloe", "Robinson", "", "", "", "1", "2017-08-25", ""
18 "", "1756814381", "", "600/0889/1", "2017-08-25", "C", "", "Chloe", "Robinson", "", "", "", "1", "2017-08-25", ""
19 "", "1756814381", "", "600/0891/X", "2017-08-25", "C", "", "Chloe", "Robinson", "", "", "", "1", "2017-08-25", ""
```

## 6. Use Find and Replace to update the special characters



# Validating a batch file

## The file should now be validated

Ensure that you:

- Do not open the file in Excel before uploading (as the formatting will be lost)
- Have named the file correctly, with the CSV in capitals



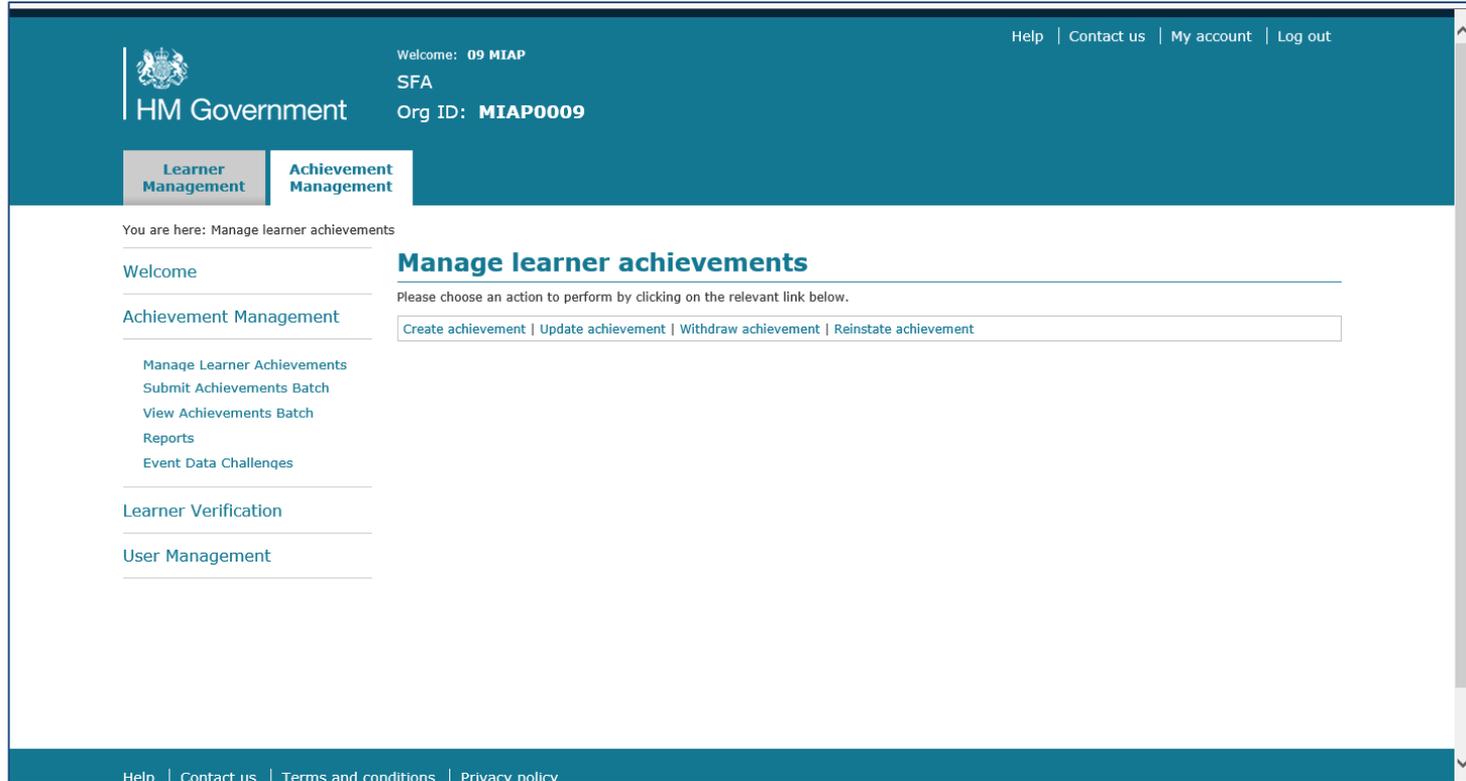
# Uploading a batch file

**You will need to ensure the following before uploading a file to the LRS Organisation Portal**

- You have a valid log-in to the system (Note: using a colleague's account is against the LRS security policy)
- The information in the file is correct
- The file has been formatted as specified, and no changes have been made since the file was saved.



# Uploading a batch file



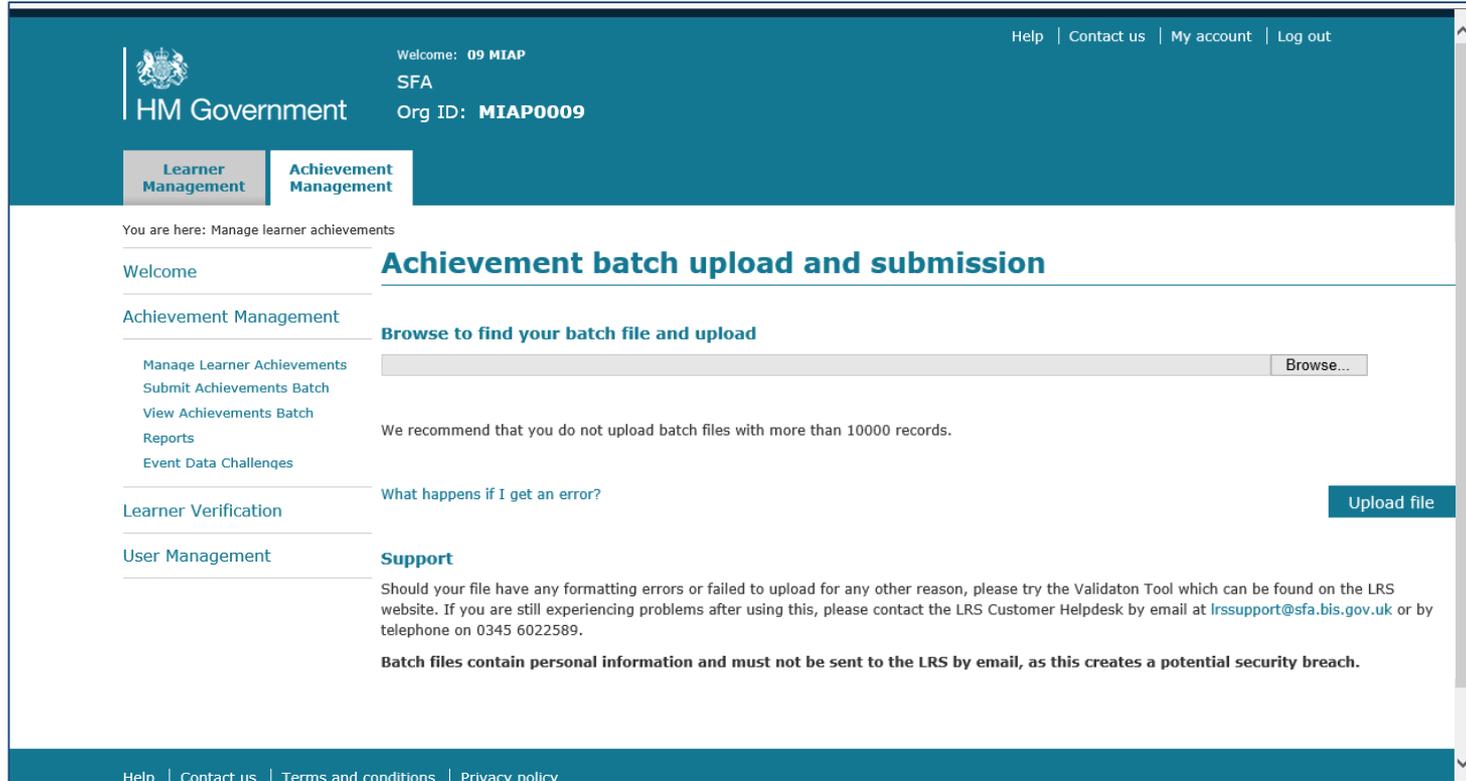
The screenshot shows the HM Government Achievement Management interface. At the top, there is a teal header with the HM Government logo and crest on the left, and navigation links for Help, Contact us, My account, and Log out on the right. Below the header, the user is logged in as '09 MIAP SFA' with Org ID 'MIAP0009'. The main navigation bar has two tabs: 'Learner Management' and 'Achievement Management', with the latter being active. The main content area is titled 'Manage learner achievements' and includes a breadcrumb trail 'You are here: Manage learner achievements'. A welcome message is followed by a prompt to choose an action, with a list of links: 'Create achievement', 'Update achievement', 'Withdraw achievement', and 'Reinstate achievement'. A sidebar on the left contains a 'You are here' section and a list of menu items: 'Manage Learner Achievements', 'Submit Achievements Batch', 'View Achievements Batch', 'Reports', 'Event Data Challenges', 'Learner Verification', and 'User Management'. The footer contains links for Help, Contact us, Terms and conditions, and Privacy policy.

**Go to Achievement Management and select “Submit Achievements Batch”**



Department  
for Education

# Uploading a batch file



The screenshot shows the HM Government Achievement Management interface. The top navigation bar includes the HM Government logo, user information (Welcome: 09 MIAP, SFA, Org ID: MIAP0009), and links for Help, Contact us, My account, and Log out. The main content area is titled "Achievement batch upload and submission" and features a "Browse to find your batch file and upload" section with a "Browse..." button. A "Support" section provides instructions on file formatting and a warning that batch files contain personal information and should not be sent via email. A "Upload file" button is located on the right side of the page.

HM Government

Welcome: 09 MIAP  
SFA  
Org ID: MIAP0009

Help | Contact us | My account | Log out

Learner Management | Achievement Management

You are here: Manage learner achievements

## Achievement batch upload and submission

Welcome

Achievement Management

- Manage Learner Achievements
- Submit Achievements Batch
- View Achievements Batch Reports
- Event Data Challenges

Learner Verification

User Management

**Browse to find your batch file and upload**

We recommend that you do not upload batch files with more than 10000 records.

What happens if I get an error?

**Support**

Should your file have any formatting errors or failed to upload for any other reason, please try the Validaton Tool which can be found on the LRS website. If you are still experiencing problems after using this, please contact the LRS Customer Helpdesk by email at [lrsupport@sfa.bis.gov.uk](mailto:lrsupport@sfa.bis.gov.uk) or by telephone on 0345 6022589.

**Batch files contain personal information and must not be sent to the LRS by email, as this creates a potential security breach.**

Help | Contact us | Terms and conditions | Privacy policy

Select “Browse” to find the formatted file, then select “Upload file”



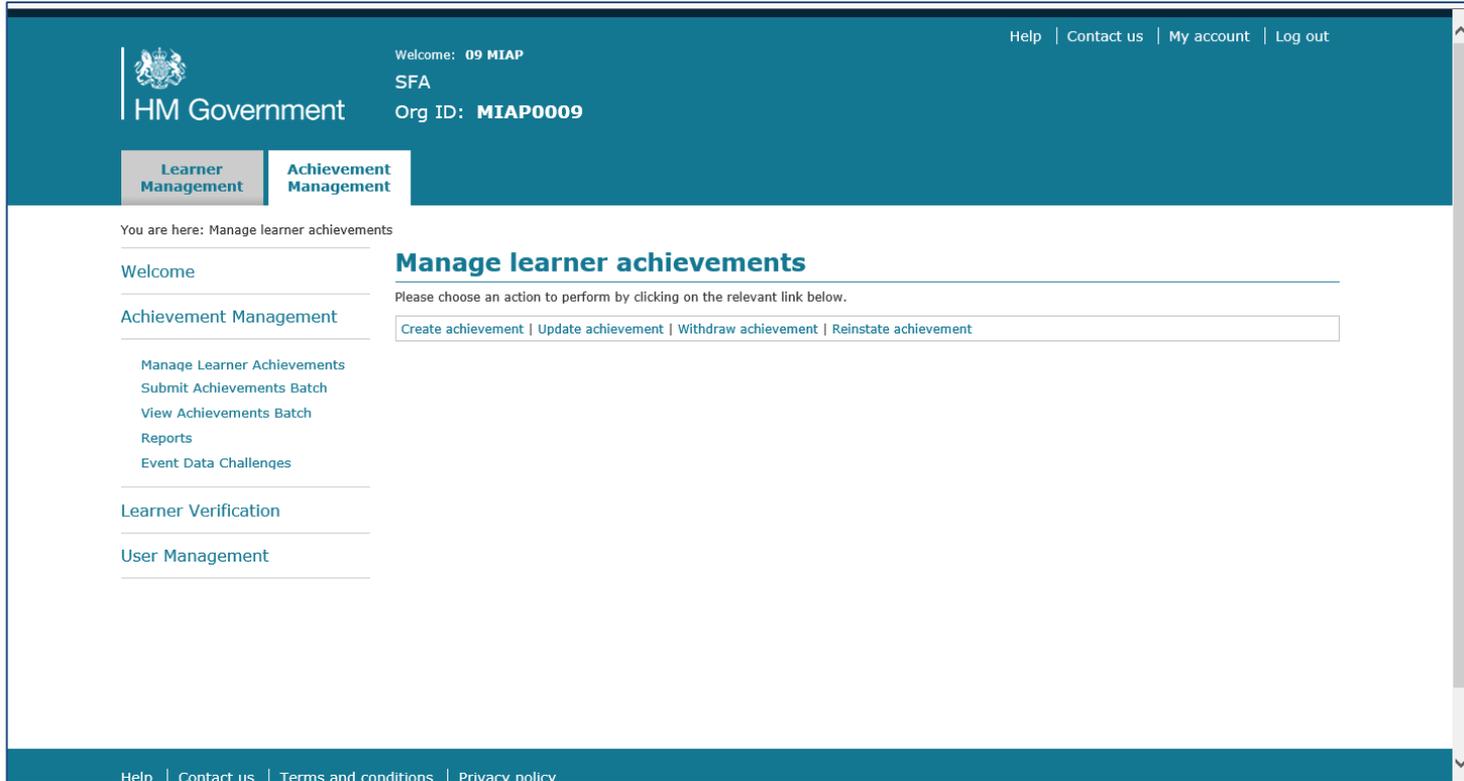
# Uploading a batch file

**The file will be processed by the system. The time will depend on:**

- The number of records
- The amount of errors in the file (e.g. invalid ULNs)
- The number of other files currently being processed by the system



# Viewing an existing batch file



The screenshot shows a web application interface for HM Government. The top navigation bar is teal and contains the HM Government logo, the text "HM Government", and user information: "Welcome: 09 MIAP", "SFA", and "Org ID: MIAP0009". On the right side of the header, there are links for "Help", "Contact us", "My account", and "Log out". Below the header, there are two tabs: "Learner Management" and "Achievement Management", with the latter being selected. The main content area has a breadcrumb "You are here: Manage learner achievements" and a heading "Manage learner achievements". Below the heading, there is a prompt: "Please choose an action to perform by clicking on the relevant link below." followed by a list of links: "Create achievement", "Update achievement", "Withdraw achievement", and "Reinstate achievement". On the left side, there is a sidebar menu with sections: "Welcome", "Achievement Management" (which is expanded to show "Manage Learner Achievements", "Submit Achievements Batch", "View Achievements Batch", "Reports", and "Event Data Challenges"), "Learner Verification", and "User Management". The footer contains links for "Help", "Contact us", "Terms and conditions", and "Privacy policy".

**Go to Achievement Management and select “View Achievements Batch”**



# For additional information

## Contact the Service Desk

- By phone: 0345 602 2589
- By email: [lrssupport@sfa.bis.gov.uk](mailto:lrssupport@sfa.bis.gov.uk)

## For the full specifications

- <https://www.gov.uk/government/publications/lrs-batch-toolkit-for-awarding-organisations>

