

OFFENDER LEARNING AND SKILLS SERVICE

**INFORMATION, ADVICE AND GUIDANCE (IAG)
FOR ADULTS IN CUSTODY**

MANAGEMENT INFORMATION BATCH FILE SPECIFICATION

March 2007

Version 2.5

Information Advice and Guidance in Custody as part of Offender Learning and Skills Service

Background

Information, Advice and Guidance (IAG) Services within the delivery of the Offender Learning and Skills Service (OLASS) is considered to be a key factor in motivating and sustaining offenders in learning.

Ministers and DfES officials will require impact analysis data to assess the effectiveness of the programme and the LSC is looking at how the IAG service within OLASS might be improved and funded in the future. In order to analyse and evidence the impact and added value the programme offers it is essential that a robust IAG specific MI system is in place.

Before the LSC took responsibility for offender learning, information about learning activity for offenders, in both the custodial estate, and in learning provision for offenders on licence in the community was not collected, or presented, in a consistent national format. The Individualised Learner Record (ILR) is used to collect about the learner activity in all nine regions. However, the ILR, although holding personal details about each learner, their planned learning and achievement does not hold any information about IAG activity the individual has participated in and the impact that activity may have had on the options offered to the individual.

IAG within OLASS – Overview

Access to information, advice and guidance on learning and work must be available to all offenders as appropriate to the needs of the individual. The activity may take place during induction, during learning, when planning progression and preparing for release and resettlement. IAG should be offered during any community-based part of the offenders sentence. For offenders in custody approaching release, IAG should encompass links to housing and benefits advice as well as information, advice and guidance on learning options and work.

For offenders in custody approaching release, the IAG adviser should contact the relevant **nextstep** service (either via the learndirect advice helpline or through direct contact with the offender manager within the local Probation Services), on behalf of the client to arrange an appointment as soon as possible after release. It should be noted that **nextstep** providers have been tasked with prioritising advice delivery to adults yet to achieve their first full level 2 qualification and, a considerable number of offenders

will come within this priority group. Additionally all offenders are now defined as a priority for LSC funded provision in the LSC Annual Statement of Priorities.

IAG within OLASS – The Offender Learning Journey - Service Delivery Requirements

Policy Context

The DfES National Policy Framework and Action Plan for IAG sets out a statement of the quality and range of services that should be available in all areas for adults aged 20 or over to enable them to access comprehensive and up-to-date information about learning and work free of charge. The requirements of this policy statement apply to the IAG element of the OLASS service.

Summary from the Offenders Learning Journey (IAG)

0102	There should be full access to on-going advice and guidance. All offenders should have access to advice and guidance at an early stage (in a personal interview) and throughout their sentence. All requests for advice and guidance should be met within seven working days, though contact with offenders subject to statutory supervision in the community must be set within the context of Probation Service National Standards.
0103	Learning providers' IAG processes should identify clearly the goals or progression pathways for all programmes. All programmes providing skills and qualifications should identify progression routes in course publicity. All Individual Learning Plans should identify possible progression routes by the end of the first half of the learning programme. Individual Learning Plans should be completed and reviewed every month by the learning provider and the offender. The Offender Manager should be informed of this review process.
0104	All learners should have at least two hours of advice and guidance during their sentence, particularly at the beginning and towards the end. This may include external specialist support. Outcomes from the IAG process will be recorded in their ILP. Where the results of screening are not available it should be done at the first IAG interview.
0107	There should be a partnership working between learning providers, local information and advice and other outside agencies to help ensure the delivery of a continuous and coherent IAG service in custody and in the community.
0108	Learning providers delivering in a custodial setting will provide an IAG service, which is accessible and visible; recognised and trusted by learners; and available at times and in places which are accessible. Learners in the community will be able to access IAG services as defined in the National Policy Framework and Action - Information, Advice and Guidance for Adults.
0109	Learning providers will give learners details of the IAG services in their home area and make referrals where appropriate to emphasise the ongoing nature of the service post-release.

0110	Learning providers will provide an information, advice and guidance service for learning and skills, accredited to matrix or be working towards matrix – the quality standard for information, advice and guidance services – and consistent with the National Policy Framework for IAG.
0111	Learning Providers will work with Probation Areas to ensure that IAG services can be included within the Activity Requirements of the new sentences in the Criminal Justice Act 2003.
1010	Learning providers will develop good working arrangements with probation, IAG partnerships and other community services to ensure continuity of learning for prisoners upon release.
1209	Learning providers, the LSC and Probation Areas in consultation with Jobcentre Plus will develop provision that meets the identified needs of offenders seeking to return to the workplace. Local arrangements need to involve other key partners such as IAG partners, Skill Sector agencies and regional and local employer representatives.

IAG within OLASS – Measuring Impact

Lead Providers need to continually monitor the quality of IAG delivery within OLASS whilst ensuring that the right information is being collected on offenders in custody and if contracted to do so, in the community.

In order to capture as much information as possible to adequately measure the impact of the IAG service within Offender Learning a core dataset has been identified from the service delivery requirements and used to inform the production of batch upload specification.

Lead Contractors will need to produce a 'batch file' in accordance with the specification. This will then be uploaded to the LSC IAG MI system that is used for the main IAG contract

Customer Management and Information Requirements

The following document sets out the customer management and information requirements specific for the Offender Learning and Skills Service that must be implemented by the Provider.

This is not a specification for how to design a system or the customer processes required to ensure adequate local data integrity. Its purpose is to provide a consistent approach to the collection of essential customer information throughout the Offender Learning and Skills Service delivery cycle that will support the process of data transfer from local systems to the LSC.

The Offender Learning and Skills Service is an opportunity to drive up the quality of customer information that will lead to better service delivery and better informed judgements on the impact of the project. The approach set in this specification is based on two key aspects:

- A recommended approach to managing the customer
- A set of common data fields that are validated

Both of these aspects when combined together will ensure that Providers and the LSC are looking at meaningful and quality assured customer information and associated reporting.

Customer Management

The Offender Learning and Skills Service require Contractors to ensure that a robust customer management system is in place. Its purpose is to ensure that Contractors can continually monitor the quality of the IAG delivery within the Offender Learning and Skills Service whilst ensuring that the right information is being collected on customers to aid further impact analysis by the LSC.

The local approach wherever possible should ensure that the OLASS Lead Providers and OLASS IAG Sub-contractors are working within the same electronic system environment. This will help increase efficiency by validating the customer information at source, leaving the Provider to focus on the performance of the contract.

The data set contained within this document is the minimum set of information that must be collected by IAG Advisers throughout the Offender Learning and Skills Service throughout the period where the customer is using the service.

It is essential that the local system (can manage the ongoing customer relationship. In particular there needs to be structured recording of 'services accessed', referrals and service impact. The batch file will assist with recording the progress and journey of a customer through the services accessed and provide the LSC with a valuable in sight into progression and destination. In addition referrals can be made on an ongoing basis and therefore must be recorded at every available opportunity.

The fields defined in this document should form part of your local systems that you have set up and in the main are reflecting the ILR, so will be data that you collect already if you are making ILR returns. The batch file technology is a simple way of taking the information that you collect and putting it into a text type format following a defined structure so that when you submit the file to the national system it knows how to analyse the codes for the fields and translate them into customer records on the national system. Your local software provider should be able to use this specification to create a batch file tool on your local system.

The customer signature is only required as part of the 'informed consent'

Batch Upload

Contractors will need to produce a 'batch file' in accordance with the specification. This will then be uploaded to the LSC IAG MI system that is used for the main IAG contract. The LSC system will recognise that you are part of the Offender Learning and Skills Service and provide additional options for you to upload your monthly data.

The ongoing monthly batch upload will be used to 'update' the national LSC IAG MI system of customer progress through the range of services, referral and impacts. All customers must be tracked on an ongoing basis and where somebody leaves the project early, the reason must be recorded. In addition, the customer should have regular reviews of their ILP following their initial IAG session.

Each batch upload should contain all customer data from the start of the project even if they have been previously uploaded. This is so that any changes which have been made to previous customers can also be updated respectively on the LSC IAG MI system.

Information Sessions/Short Contacts

From February 2006, the Learning and Skills Council will also require the reporting of information sessions or short contacts that have taken place with offenders, whether in custody or in the community. Information sessions or short contacts should be reported under the following categories:

1. Organisation of appointment
2. Induction/Education invitation
3. Initial enquiry
4. Follow up enquiry
5. General information

LSC MI manager will provide an additional table upon successful completion of a successful batch upload each month to submit aggregated statistics on information session/short contacts for that month only (they are not required cumulatively).

It is the responsibility of the OLASS Lead Provider to ensure that local systems are in place to provide an evidence trail of the reported figures.

Training

A range of training opportunities have been presented for OLASS Lead Contractors and OLASS IAG Sub-contractors to help with the understanding and requirements of managing the customer relationship and associated management information. The training covered the method for submitting batch files to the national system, and how to create reports. Any further training requirements should be submitted to lsciag@misystem.co.uk. A copy of the OLASS IAG MI user manual can be downloaded from <https://lsciag.misystem.co.uk> (if you require a login for the site please e-mail IAG.Questions@lsc.gov.uk)

Data Protection

As with the existing IAG contract, the Parties shall ensure that they at all times comply with the provisions and obligations imposed by the Data Protection Act 1998 and the Data Protection Principles together with any subsequent re-enactment or amendment thereof in storing and processing personal data, and all personal data acquired by either party from the other shall be returned to the disclosing party on request. All Parties hereby acknowledge that performance of a duty imposed by the Act, shall not constitute a breach of any obligation in respect of confidentiality, which may be owed to the other Party. The clause shall not affect THE COUNCIL'S ability to make a search with a credit reference agency.

Informed Consent

The Offender Learning and Skills project is a voluntary service. To comply with legislation, customers are required to give consent and understand why personal information, provided to a third party, occurs (i.e. for evaluation purposes; to learn from the trial and improve the service). Providers will be required to gain the customers informed consent at each relevant stage of the process.

Batch File Specification Guidance

In support of the detailed specification, the following guidance is provided in relation to selected data fields to ensure correct understanding of the requirements.

Individual Customer Record. This is a locally determined reference number and a **mandatory** field. The customer record will provide the unique identifier to allow the system to report multiple services accessed by each individual customer through the data interrogator tool.

Start Date. This is the date that the customer started their learner journey, beginning with the first IAG intervention

National Insurance Number. This is not a mandatory field, but consideration should be given as to the value of such information in providing a unique reference number for customers who access IAG services across a range of locations, or sentences.

Count of Services Accessed. OLASS Lead Contractors are able to record up to 25 different advice services accessed by each customer. The service definition is restricted to advice for the purposes of the batch specification, and does not include the collection of information provision

Services Accessed. Any combination of services accessed can be recorded against this field from the options within the specification, and does not preclude the submission of multiple access to the same service type.

Referrals. As multiple referrals can be made for each customer, the batch file will contain separate entries for each referral made within each customer record. The number of separate entries for referrals is defined by the field entry for count of referrals made.

Impact Measures. There is no prescriptive guidance on when and how the customer will be tracked or impact measures identified. There is however an expectation that best endeavours will be used to obtain specific impact measures about all customers accessing advice services at some point during or following the learner journey. At point of disclosure, the impact measure must be recorded in the relevant fields within the batch specification.

Important Note: Each customer which is included in the batch file must contain the full dataset, which should include any data that was previously uploaded for that customer. This means all services accessed; all referrals and all impact measures for the

customer to the current submission date.

Validation Rules

On submission of the batch file into the national system, a validation process takes place and is based on:

File format and structure

Field entries and whether they match the specification options

Any rule base for submission.

If a batch file is not 100% valid when submitted into the national system, the user will be provided with a report stating how many customer records are not valid. The user will be given 2 options at this point:

(a) submit the validated elements of the batch file as the final performance for that month,

or

(b) reject the whole file and an error report will be generated which will include the unique customer reference number for each invalid entry. Rejection of the whole batch file will allow the user to re-submit the full batch file within the deadline and ensure 100% validation.

Submission Dates

Using the logon and password allocated to your organisation as lead Provider for OLASS upload your completed batch file within the IAG MI website (<https://lsciag.misystem.co.uk>) on the following dates:

Month End	OLASS IAG MI Submission Date
March 2007	Tbc
April 2007	Tbc
May 2007	Tbc
June 2007	Tbc
July 2007	Tbc
August 2007	Tbc
September 2007	Tbc
October 2007	Tbc
November 2007	Tbc
December 2007	Tbc
January 2008	Tbc
February 2008	Tbc
March 2008	Tbc

BATCH FILE OVERVIEW

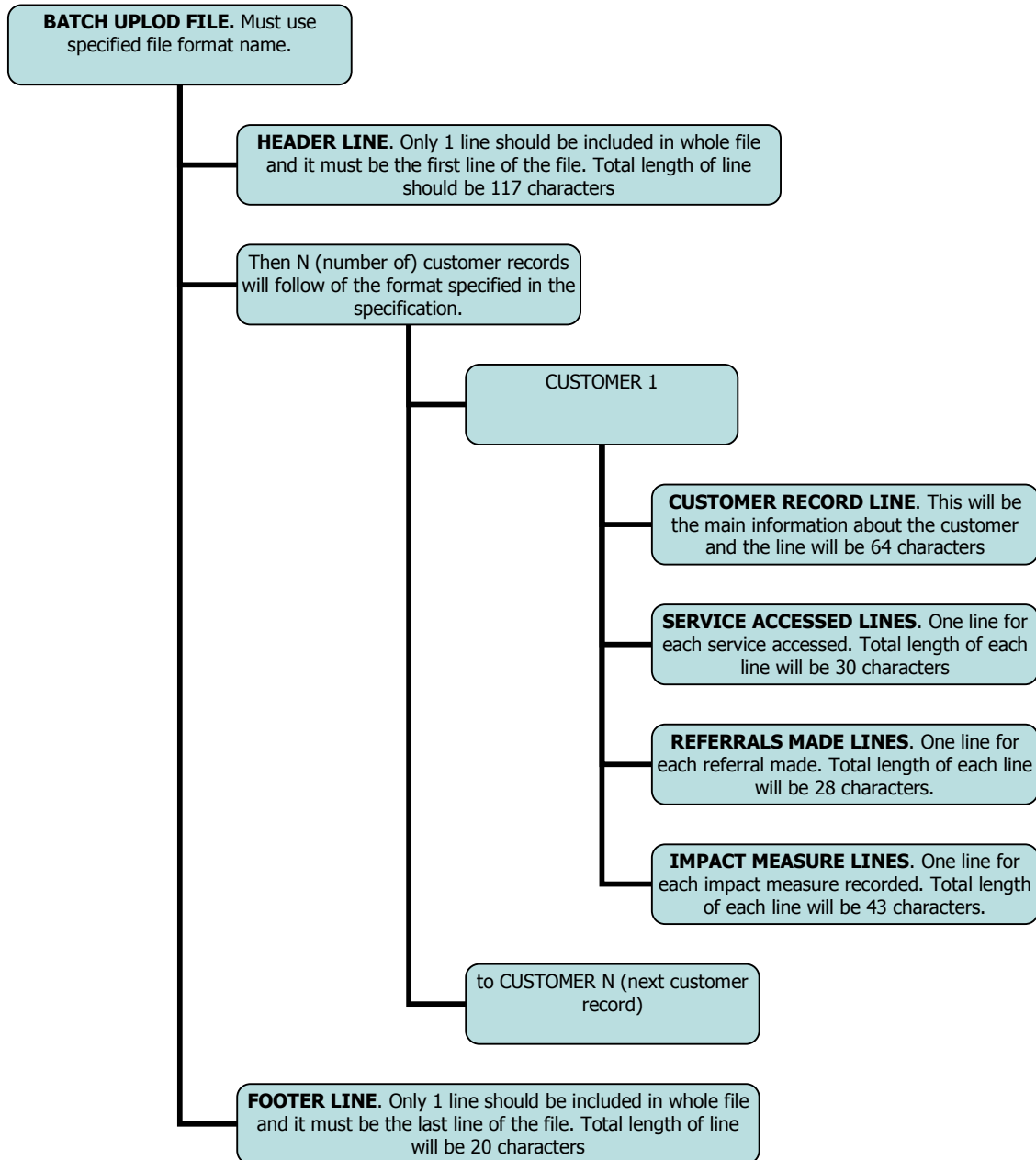


Figure Notes: The character lengths do not include the carriage return and line feed items.

Important Notes: The data on the file should be in ASCII character format using only characters specified for each individual field. Each line in the file should use the character pair, carriage return followed by line feed, as a terminator. These have the hexadecimal codes 0D and 0A respectively.

FILE NAME FORMAT

The OLASS batch file name should be of the following format.

Code	Field Length	Field Format	Description
F	1	alphabetic	Standard file name prefix
LLL	3	numeric	The funding LSC identifier
CCCCCC	6	numeric	Is the provider number of the organisation submitting data.
_	1	character	Standard separator
YYYYMM	6	date part	Year and month of the latest data in the dataset.
_	1	character	Standard separator
YYYYMMDD	8	date	Reverse ordered date representing the date of the upload. Examples: 24 Feb 2005 would become 20050224
NNN	3	numeric	Transmission number for each file. This must be incremented for each submission for the same dataset. This will initially be 001, but if the dataset fails validation for some reason then the next submission should be 002 and so on.
.olass	6	varchar	File extension for OLASS batch uploads.

For example, for the data ranging from 1 April 2004 to 30 September 2004, and where the LSC code is 999 and the provider number is 000000, the file name would be:

F999000000_200409_20041010001.olass

HEADER LINE LAYOUT

The header line contains information regarding the upload and the software, company and version that is generating the upload.

Code	Field Length	Field Format	Description
LLL	3	numeric	The funding LSC identifier
CCCCCC	6	numeric	Is the provider number of the organisation submitting data.
YYYYMM	6	date part	Year and month of the latest data in the dataset. 200504
YYYYMMDD	8	date	Reverse ordered date representing the date of the upload. Examples: 24 Feb 2005 would become 20050224
NNN	3	numeric	Transmission number for each file. This must be incremented for each submission for the same dataset. This will initially be 001, but if the dataset fails validation for some reason then the next submission should be 002 and so on.
T	1	numeric	1 to represent live data. 2 to represent test data.
Software	40	alphanumeric	40 characters for the software name. Left Justified and space padded.
Company	40	alphanumeric	40 characters for the software company. Left Justified and space padded.
Version	10	alphanumeric	10 characters for the software version. Left Justified and space padded.

FOOTER LINE LAYOUT

The footer line contains counts of the information provided in the file. These figures are used to double check the information.

Code	Field Length	Field Format	Description
AAAAA	5	numeric	Count of customers in file
BBBBB	5	numeric	Count of services accessed lines in file
CCCCC	5	Numeric	Count of referrals in file
DDDDD	5	Numeric	Count of impact measures in file

All counts should be right justified padded out with zeros.

CUSTOMER DATA SET LAYOUT						
No.	Field Name	Field length	Field Start Position	Field End Position	Field type	
L/AO3	Customer Reference Number	12	1	12	alphanumeric	
N02	Start Date	8	13	20	date	
L26	National Insurance (Optional field)	9	21	29	alphanumeric	
L11	Date of Birth	8	30	37	date	
L13	Gender	1	38	38	alphabetic	
L14	Difficulties/Disabilities	1	39	39	numeric	
L15	Disability	2	40	41	numeric	
L16	Learning Difficulty	2	42	43	numeric	
L12	Ethnicity	2	44	45	numeric	
L35	Prior Attainment Level	2	46	47	numeric	
L45	Unique Learner Number	10	48	57	numeric	
L27	Restricted Use Indicator	1	58	58	numeric	
AZ9	Count of Services Accessed	2	59	60	numeric	
AZ1	Count of referrals made	2	61	62	numeric	
AZ2	Count of Impact Measures	2	63	64	numeric	

SERVICES DATA SET LAYOUT						
No.	Field Name	Field length	Field Start Position	Field End Position	Field type	
<i>Repeat for each service accessed activity on a new line</i>						
L/AO3	Customer Reference Number	12	1	12	alphanumeric	
AZ5	Line Identifier	1	13	13	alphabetic	
SA1	Access Location	1	14	14	numeric	
SA2	Prison	3	15	17	numeric	
SA3	Community Location	2	18	19	Numeric	
SA4	Funding Stream	1	20	20	Numeric	
S18	Service Accessed	2	21	22	numeric	
S19	Date Started	8	23	30	date	
<i>Repeat end</i>						

REFERRAL DATA SET LAYOUT					
No.	Field Name	Field length	Field Start Position	Field End Position	Field type
<i>Repeat for each referral on a new line</i>					
L/AO3	Customer Reference Number	12	1	12	alphanumeric
AZ3	Line Identifier	1	13	13	alphabetic
N10	Referral To Provision Type	2	14	15	numeric
N43	Referral Type (Internal / External)	1	16	16	numeric
N11	Qualification Type	2	17	18	numeric
N12	Qualification Level	2	19	20	numeric
N14	Referral Date	8	21	28	date
<i>Repeat end</i>					

IMPACT MEASURES DATA SET LAYOUT					
No.	Field Name	Field length	Field Start Position	Field End Position	Field type
<i>Repeat for each impact measure on a new line</i>					
L/AO3	Customer Reference Number	12	1	12	alphanumeric
AZ4	Line Identifier	1	13	13	alphabetic
N20	Destination	2	14	15	numeric
N21	Qualification Type	2	16	17	numeric
N22	Qualification Level	2	18	19	numeric
N23	Proposed Achievement Date (Optional Field)	8	20	27	date
N24	Actual Achievement Date (Optional Field)	8	28	35	date
N25	Date Impact Measure recorded	8	36	43	date
<i>Repeat end</i>					

**L/AO3 CUSTOMER
REFERENCE NUMBER**

LENGTH:	12
TYPE:	ALPHANUMERIC
JUSTIFICATION:	Left justify, space filled
DESCRIPTION:	the provider's reference number for the customer
VALID ENTRIES:	Code Format AAAAAAAAAAAAA. Where AAAAAAAAAAAAA is any alphanumeric data
NOTES:	this will be the customer's reference code assigned by the provider. the customer reference number should be retained by the customer for any period of study with the provider and should not be reused for a different customer. THIS FIELD IS MANDATORY

N02 START DATE

LENGTH:	8
TYPE:	DATE
JUSTIFICATION:	NOT NECESSARY
DESCRIPTION:	the date the customer started the session with the contractor/sub-contractor
VALID ENTRIES:	a valid date, using the date pattern DDMMYYYY. A valid example for 10 December 1980 is 10121980.
NOTES:	THIS FIELD IS MANDATORY

L26 NATIONAL INSURANCE NUMBER

LENGTH:	9
TYPE:	ALPHANUMERIC
JUSTIFICATION:	Not necessary
DESCRIPTION:	the national insurance number for the customer. This field is not mandatory and the null value is 9 spaces
VALID ENTRIES:	a valid national insurance number in the format XXnnnnnnX, where X is alphabetic and n is numeric
NULL VALUE:	Space fill
NOTES:	N/A

L11 DATE OF BIRTH

LENGTH:	8
TYPE:	DATE
JUSTIFICATION:	NOT NECESSARY
DESCRIPTION:	the date of birth of the customer
VALID ENTRIES:	a valid date, using the date pattern DDMMYYYY. A valid example for 10 December 1980 is 10121980.
NOTES:	THIS FIELD IS MANDATORY In cases where the customer cannot supply a valid date of birth, the date 11/11/1111 may be entered.

L13 GENDER

LENGTH:	1	
TYPE:	ALPHABETIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	the sex of the customer	
VALID ENTRIES:	F	Female
	M	Male
NOTES:	THIS FIELD IS MANDATORY	

L14 LEARNING DIFFICULTIES/DISSABILITIES

LENGTH:	1	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	whether the customer considers that they have a learning difficulty, disability or health problem	
VALID ENTRIES:	1	customer considers himself or herself to have a learning difficulty and/or disability and/or health problem
	2	customer does not consider himself or herself to have a learning difficulty and/or disability and/or health problem
	9	no information provided by the customer
NOTES:	THIS FIELD IS MANDATORY	

L15 DISABILITY		
LENGTH:	2	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	The learner's main disability	
VALID ENTRIES:	01	Visual impairment
	02	Hearing impairment
	03	Disability affecting mobility
	04	Other physical disability
	05	Other medical condition (for example epilepsy, asthma, diabetes)
	06	Emotional / behavioural difficulties
	07	Mental ill health
	08	Temporary disability after illness (for example post-viral) or accident
	09	Profound complex disabilities
	90	Multiple disabilities
	97	Other
	98	No disability
	99	Not known/information not provided
NOTES:	THIS FIELD IS MANDATORY	

L16 LEARNING DIFFICULTY

LENGTH:	2	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	The learner's main learning difficulty	
VALID ENTRIES:	01	Moderate learning difficulty
	02	Severe learning difficulty
	10	Dyslexia
	11	Dyscalculia
	19	Other specific learning difficulty
	90	Multiple learning difficulties
	97	Other
	98	No learning difficulty
	99	Not known/information not provided
NOTES:	THIS FIELD IS MANDATORY	

L12 ETHNICITY		
LENGTH:	2	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	the ethnic origin of the customer	
VALID ENTRIES:	11	Asian or Asian British – Bangladeshi
	12	Asian or Asian British – Indian
	13	Asian or Asian British – Pakistani
	14	Asian or Asian British - any other Asian background
	15	Black or Black British – African
	16	Black or Black British – Caribbean
	17	Black or Black British - any other Black background
	18	Chinese
	19	Mixed - White and Asian
	20	Mixed - White and Black African
	21	Mixed - White and Black Caribbean
	22	Mixed - any other Mixed background
	23	White – British
	24	White – Irish
	25	White - any other White background
	98	any other
	99	Not known/not provided
NOTES:	<p>customers whose ethnic origin is not listed or feel that they cannot be classified in any other category should enter code 98. Customers who do not wish to supply information about their ethnicity should enter 99 'Not Known / Not Provided'. THIS FIELD IS MANDATORY</p>	

L35 PRIOR ATTAINMENT LEVEL

LENGTH:	2	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	the customer's prior attainment before commencing the current OLASS programme	
VALID ENTRIES:	09	entry level
	07	other qualifications below level 1
	01	level 1
	02	level 2
	03	level 3
	04	level 4
	05	level 5
	97	other qualification
	98	not known
	99	no qualifications
NOTES:	THIS FIELD IS MANDATORY	

L45 UNIQUE LEARNER NUMBER

LENGTH:	10
TYPE:	NUMERIC
JUSTIFICATION:	NOT NECESSARY
DESCRIPTION:	The customer's unique learner number, as held on the unique learner number register, obtained from the Learner Registration Service.
VALID ENTRIES:	1000000000 - 9999999999
NULL VALUE	Zero fill. Use null value if not part of the unique learner number (ULN) project.
NOTES:	N/A

L27 RESTRICTED USE INDICATOR

LENGTH:	1	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	indicates restrictions on the use of the customer record	
VALID ENTRIES:	1	customer has withheld permission for the LSC or other users to contact them
	2	customer is not to be contacted, for example where a customer has died, or suffered severe illness during the programme
	3	customer has only withheld permission to be contacted about courses or learning opportunities by post
	4	customer has only withheld permission to be contacted for survey and research
	9	no additional restrictions on the use of this customers record
NOTES:	THIS FIELD IS MANDATORY	

AZ9 COUNT OF SERVICES ACCESSED

LENGTH:	2	
TYPE:	NUMERIC	
JUSTIFICATION:	RIGHT JUSTIFIED ZERO PADDED	
DESCRIPTION:	the count of the services accessed by the customer in the learning programme	
VALID ENTRIES:	Any valid numeric value ranging from 00 to 25	
NOTES:	THIS FIELD IS MANDATORY	

AZ1 COUNT OF REFERRALS MADE

LENGTH:	2
TYPE:	NUMERIC
JUSTIFICATION:	RIGHT JUSTIFIED ZERO PADDED
DESCRIPTION:	the count of referrals made to other organisations for the customer
VALID ENTRIES:	Any valid numeric value ranging from 00 to 99
NOTES:	THIS FIELD IS MANDATORY

AZ2 COUNT OF IMPACT MEASURES

LENGTH:	2
TYPE:	NUMERIC
JUSTIFICATION:	RIGHT JUSTIFIED ZERO PADDED
DESCRIPTION:	the count of impact measures recorded for the customer
VALID ENTRIES:	Any valid numeric value ranging from 00 to 99
NOTES:	THIS FIELD IS MANDATORY

AZ3, AZ4 & AZ5 LINE IDENTIFIER

LENGTH:	1	
TYPE:	ALPHABETIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	Line identifier, so that the batch upload can differentiate the information which follows after the identifier.	
VALID ENTRIES:	S	Services Accessed Line will follow
	R	Referral line will follow
	I	Impact measure line will follow
NOTES:	THIS FIELD IS MANDATORY	

SA1 Access Location

LENGTH:	1	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	Whether the services accessed by the customer are in custody or in community	
VALID ENTRIES:	1	In custody
	2	In community – nextstep provider
	3	In community – probation service
	4	In community – other
NOTES:	THIS FIELD IS MANDATORY	

SA2 PRISON		
LENGTH:	3	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	The prison where the customer is located when the in custody provision is accessed.	
VALID ENTRIES:	001	Acklington
	002	Albany
	003	Ashwell
	004	Askham Grange
	005	Aylesbury
	006	Bedford
	007	Belmarsh
	008	Birmingham
	009	Blakenhurst
	010	Blantyre House
	011	Blundenstone
	012	Brinsford
	013	Bristol
	014	Brixton
	015	Brockhill
	016	Buckley Hall
	017	Bullingdon
	018	Bullwood Hall
	019	Camp Hill
	020	Canterbury
	021	Cardiff
	022	Castington
	023	Channings Wood
	024	Chelmsford
	025	Coldingley
	026	Cookham Wood
	027	Dartmoor
	028	Deerbolt
	029	Dorchester
	030	Dover
	031	Downview
	032	Drake Hall
	033	Durham

	034	East Sutton Park
	035	Eastwood Park
	036	Edmunds Hill
	037	Elmley
	038	Erlestoke
	039	Everthorpe
	040	Exeter
	041	Featherstone
	042	Feltham
	043	Feltham YJB
	044	Ford
	045	Foston Hall
	046	Frankland
	047	Full Sutton
	048	Garth
	049	Gartree
	050	Glen Parva
	051	Gloucester
	052	Grendon/Spring Hill
	053	Guys Marsh
	054	Haslar
	055	Haverigg
	056	Hewell Grange
	057	Highdown
	058	Highpoint
	059	Hindley
	060	Hollesley Bay
	061	Holme House
	062	Holloway
	063	Hull
	064	Huntercombe
	065	Kingston (Portsmouth)
	066	Kirkham
	067	Kirklevington
	068	Lancaster
	069	Lancaster Farms
	070	Latchmere House
	071	Leeds
	072	Leicester
	073	Lewes
	074	Leyhill
	075	Lincoln
	076	Lindholme
	077	Littlehey

	078	Liverpool
	079	Long Lartin
	080	Maidstone
	081	Manchester
	082	Moorland Open
	083	Moorland
	084	Newhall
	085	North Sean Camp
	086	Northallerton
	087	Norwich
	088	Nottingham
	089	Onley
	090	Parkhurst
	091	Pentonville
	092	Portland
	093	Preston
	094	Ranby
	095	Reading
	096	Risley
	100	Rochester
	101	Send
	102	Shepton Mallet
	103	Shrewsbury
	104	Springhill
	105	Stafford
	106	Standford Hill
	107	Stocken
	108	Stoke Heath
	109	Styal
	110	Sudbury
	111	Swaleside
	112	Swansea
	113	Swinfen Hall
	114	The Mount
	115	The Verne
	116	Thorn Cross
	117	Usk/Prescoed
	118	Wakefield
	119	Wandsworth
	120	Warren Hill
	121	Wayland
	122	Wealstun
	123	Weare
	124	Wellingborough

	125	Werrington
	126	Wetherby
	127	Whatton
	128	Whitmoore
	129	Winchester
	130	Woodhill
	131	Wormwood Scrubs
	132	Wymott
	097	Other
	098	Not Known/Not Provided
	099	Not in Prison
NOTES:	THIS FIELD IS MANDATORY	

**SA3 COMMUNITY
LOCATION**

LENGTH:	2	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	The unit for community IAG provision	
VALID ENTRIES:	01	Kent & Medway
	02	Hampshire & IOW
	03	Thames Valley
	04	Sussex
	05	Surrey
	06	London East
	07	London North
	08	London South
	09	London West
	10	West Yorkshire
	11	South Yorkshire
	12	North Yorkshire
	13	Humberside
	14	Bedfordshire
	15	Cambridgeshire
	16	Essex
	17	Hertfordshire

	18	Suffolk
	19	Norfolk
	20	Black Country
	21	Birmingham & Solihull
	22	West Mercia
	23	Staffordshire
	24	Derbyshire
	25	Leicestershire & Rutland
	26	Lincolnshire
	27	Northamptonshire
	28	Nottinghamshire
	29	Northumbria
	30	County Durham
	31	Teesside
	32	Greater Manchester
	33	Merseyside
	34	Lancashire and Morecambe
	35	Cumbria
	36	Cheshire and Warrington
	37	Devon and Cornwall
	38	Avon and Somerset
	39	Dorset
	40	Wiltshire
	41	Gloucestershire
	97	Other
	98	Not Known/Not Provided
	99	Not in the community
NOTES:	THIS FIELD IS MANDATORY	

SA4 FUNDING STREAM

LENGTH:	1	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	The type of funding that supported the delivery of the service to the customer.	
VALID ENTRIES:	1	LSC OLASS core funding
	2	ESF Objective 3
	3	EQUAL
NOTES:	THIS FIELD IS MANDATORY	

S18 SERVICE ACCESSED

LENGTH:	2	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	the description of advice service that was given to the customer	
VALID ENTRIES:	61	One to One Interview
	62	Psychometric and/or aptitude tests
	63	CV Support
	64	Interview Preparation
	65	Progression Interview
	66	Initial diagnostic
	67	Basic skills assessment
	68	ILP Review
	69	Diagnostic assessment
	70	ILP negotiated
NOTES:	THIS FIELD IS MANDATORY	

S19 DATE STARTED	
LENGTH:	8
TYPE:	DATE
JUSTIFICATION:	NOT NECESSARY
DESCRIPTION:	the date the customer started the respective service accessed
VALID ENTRIES:	a valid date, using the date pattern DDMMYYYY. A valid example for 10 December 1980 is 10121980.
NOTES:	THIS FIELD IS MANDATORY

N10 REFERRAL TO PROVISION TYPE

LENGTH:	2	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	the type of organisation that the customer was referred to	
VALID ENTRIES:	01	FE
	02	WBL
	03	E-Learning
	04	ACL
	05	HE
	06	Job Centre Plus
	07	Learndirect
	08	Train to Gain
	09	Probation Service
	10	Connexions
	11	Nextstep
	12	CAB
	13	Prison Service Plus
	14	Resettlement
	15	Non Learning and Work Support (ie housing, healthcare, debt counselling)
	16	Industries
	97	Other
NOTES:	THIS FIELD IS MANDATORY IF COUNT OF REFERRALS IS GREATER THAN ZERO.	

**N43 REFERRAL TYPE
(INTERNAL /EXTERNAL)**

LENGTH:	1	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	whether the organisation the customer is being referred to is an external or internal one. External referral is defined as a referral to an institution delivering support outside of the custodial environment (ie release on licence to FE provision). Internal referral is defined as a referral to provision within the custodial environment.	
VALID ENTRIES:	1	In custodial provision/activity
	2	In community provision/activity
NOTES:	THIS FIELD IS MANDATORY IF COUNT OF REFERRALS IS GREATER THAN ZERO.	

N11 QUALIFICATION TYPE

LENGTH:	2	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	the qualification type the customer expects to receive.	
VALID ENTRIES:	00	Skills for life
	01	G.C.S.E
	02	General Certificate of Education A Level
	03	GCE Advanced Subsidiary Level
	04	National Vocational Qualification
	07	Key Skills
	08	Entry Level
	09	Advanced Extension Award
	10	Free Standing Mathematics Qualification
	11	Occupational Qualification
	12	QCF Qualification
	13	Vocationally Related Qualification
	14	Higher Level
	15	NOCN
	97	Other General Qualification
98	Not Known/Not Provided	
99	Not learning related / Not applicable	
NOTES:	THIS FIELD IS MANDATORY IF COUNT OF REFERRALS IS GREATER THAN ZERO.	

N12 QUALIFICATION LEVEL		
LENGTH:	2	
TYPE:	NUMERIC	
JUSTIFICATION :	NOT NECESSARY	
DESCRIPTION:	the qualification level the customer expects to achieve	
VALID ENTRIES:	00	pre entry level
	09	entry level
	07	other qualifications below level 1
	01	level 1
	02	level 2
	03	level 3
	04	level 4
	05	level 5
	06	level 6
	07	level 7
	08	level 8
	97	other qualification, level not known
	98	not known / not provided
	99	not learning related / not applicable
NOTES:	THIS FIELD IS MANDATORY IF COUNT OF REFERRALS IS GREATER THAN ZERO.	

N14 REFERRAL DATE

LENGTH:	8
TYPE:	DATE
JUSTIFICATION:	NOT NECESSARY
DESCRIPTION:	the date the customer was referred
VALID ENTRIES:	a valid date, using the date pattern DDMMYYYY. A valid example for 10 December 1980 is 10121980.
NOTES:	THIS FIELD IS MANDATORY IF COUNT OF REFERRALS IS GREATER THAN ZERO. Referral date must be equal or greater than the date started.

N20 IMPACT MEASURE																																			
LENGTH:	2																																		
TYPE:	NUMERIC																																		
JUSTIFICATION:	NOT NECESSARY																																		
DESCRIPTION:	the destination of the customer at the programme end and also at other intervals throughout the programme																																		
VALID ENTRIES:	<table border="1"> <tbody> <tr> <td>00</td> <td>CV produced</td> </tr> <tr> <td>01</td> <td>basic skills assessment completed</td> </tr> <tr> <td>02</td> <td>Diagnostic completed and ILP produced</td> </tr> <tr> <td>04</td> <td>part time employment</td> </tr> <tr> <td>10</td> <td>full time employment</td> </tr> <tr> <td>11</td> <td>became/remained unemployed</td> </tr> <tr> <td>53</td> <td>self employed</td> </tr> <tr> <td>54</td> <td>Entered further education</td> </tr> <tr> <td>55</td> <td>Entered higher education</td> </tr> <tr> <td>59</td> <td>found voluntary work</td> </tr> <tr> <td>75</td> <td>Entered full time education or training</td> </tr> <tr> <td>76</td> <td>Economically inactive</td> </tr> <tr> <td>77</td> <td>Industries</td> </tr> <tr> <td>93</td> <td>WBL Apprenticeship, Advanced Apprenticeship, higher level apprenticeship or adult apprenticeship framework continuing – awaiting start of next component learning aim</td> </tr> <tr> <td>94</td> <td>WBL Apprenticeship, Advanced Apprenticeship, higher level apprenticeship or adult apprenticeship learning aims completed – awaiting confirmation of framework achievement</td> </tr> <tr> <td>95</td> <td>continuing existing programme of learning</td> </tr> <tr> <td>97</td> <td>Other</td> </tr> </tbody> </table>	00	CV produced	01	basic skills assessment completed	02	Diagnostic completed and ILP produced	04	part time employment	10	full time employment	11	became/remained unemployed	53	self employed	54	Entered further education	55	Entered higher education	59	found voluntary work	75	Entered full time education or training	76	Economically inactive	77	Industries	93	WBL Apprenticeship, Advanced Apprenticeship, higher level apprenticeship or adult apprenticeship framework continuing – awaiting start of next component learning aim	94	WBL Apprenticeship, Advanced Apprenticeship, higher level apprenticeship or adult apprenticeship learning aims completed – awaiting confirmation of framework achievement	95	continuing existing programme of learning	97	Other
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95	continuing existing programme of learning																																		
97	Other																																		
NOTES:	THIS FIELD IS MANDATORY IF COUNT OF IMPACT MEASURES IS GREATER THAN ZERO.																																		

N21 QUALIFICATION TYPE

LENGTH:	2	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	the qualification type the customer expects to receive.	
VALID ENTRIES:	00	Skills for life
	01	G.C.S.E
	02	General Certificate of Education A Level
	03	GCE Advanced Subsidiary Level
	04	National Vocational Qualification
	07	Key Skills
	08	Entry Level
	09	Advanced Extension Award
	10	Free Standing Mathematics Qualification
	11	Occupational Qualification
	12	QCF Qualification
	13	Vocationally Related Qualification
	14	Higher Level
15	NOCN	
	97	Other General Qualification
	98	Not Known/Not Provided
	99	Not learning related / Not applicable
NOTES:	THIS FIELD IS MANDATORY IF COUNT OF IMPACT MEASURES IS GREATER THAN ZERO.	

N22 QUALIFICATION LEVEL

LENGTH:	2	
TYPE:	NUMERIC	
JUSTIFICATION:	NOT NECESSARY	
DESCRIPTION:	the qualification level the customer expects to achieve	
VALID ENTRIES:	00	pre entry level
	09	entry level
	07	other qualifications below level 1
	01	level 1
	02	level 2
	03	level 3
	04	level 4
	05	level 5
	06	Level 6
	07	Level 7
	08	Level 8
	97	other qualification, level not known
	98	Not Known/Not Provided
	99	not learning related / not applicable
NOTES:	THIS FIELD IS MANDATORY IF COUNT OF IMPACT MEASURES IS GREATER THAN ZERO.	

**N23 PROPOSED
ACHIEVEMENT DATE**

LENGTH:	8
TYPE:	DATE
JUSTIFICATION:	NOT NECESSARY
DESCRIPTION:	the date the customer expects to achieve the qualification
VALID ENTRIES:	a valid date, using the date pattern DDMMYYYY. A valid example for 10 December 1980 is 10121980.
NULL VALUE:	When unknown or not applicable then the null value '00000000' can be used
NOTES:	The proposed achievement date must be equal or greater to the date started.

**N24 ACTUAL
ACHEIVEMENT DATE**

LENGTH:	8
TYPE:	DATE
JUSTIFICATION:	NOT NECESSARY
DESCRIPTION:	the date the customer achieved the qualification
VALID ENTRIES:	a valid date, using the date pattern DDMMYYYY. A valid example for 10 December 1980 is 10121980.
NULL VALUE:	When unknown then the null value '00000000' can be used
NOTES:	The proposed achievement date must be equal or greater to the date started.

N25 DATE RECORDED	
LENGTH:	8
TYPE:	DATE
JUSTIFICATION:	NOT NECESSARY
DESCRIPTION:	the date the customer's impact measure was recorded.
VALID ENTRIES:	a valid date, using the date pattern DDMMYYYY. A valid example for 10 December 1980 is 10121980.
NOTES:	THIS FIELD IS MANDATORY IF COUNT OF IMPACT MEASURES IS GREATER THAN ZERO. The proposed achievement date must be equal or greater to the date started.