



Leading learning and skills

Adult Learner Accounts

South East Trial

Guide For Providers

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Introduction

The South East (SE) Region is one of two LSC regions (the other being the East Midlands) that will trial this element of a new demand-led funding model for adult learners (19+) at level 3 in 07/08 and 08/09. The Leitch Review recommended a progressive move towards funding for all adult learners through such means. This will also give greater clarity regarding sources of funding, demonstrating the funding partnership between government and the individual responsibility of the learner and/or employer. The South East trial will, therefore, provide crucial information prior to national roll out.

The trial is intended to develop the skills base in the region by:

- Recruiting at least 3000 adult learners with an ALA over two years
- Increasing the choice of provider and provision through open and competitive tendering (OCT) for the provision
- Driving up the quality of provision
- Increasing access to Information Advice and Guidance (IAG)
- Providing the learner with a regular statement which sets out the programme costs and contribution being made by different parties, i.e. public purse, learner, employer, adult learner grant (ALG) etc.
- Generating demand for level 3 learning from non-traditional groups
- Increasing achievement, retention and satisfaction levels.

What is an Adult Learner Account?

An Adult Learner Account is for anyone aged 19 or over and is designed to help learners plan and achieve learning at level 3. It gives individuals one point of contact for information, advice and guidance about the right course for them, where to find high quality learning providers in their area and details of the financial assistance available to help them with the costs of their learning. Adult Learner Accounts are currently being trialled in parts of the South East and East Midlands. Learners also receive a statement detailing all the costs of their learning and how it is funded.

Whilst funding follows the learner, no funds are directly paid into the Account. Payments for learning are transferred directly from the LSC to the provider. An Adult Learner Account is, therefore, 'virtual', but it measures accurately all the funding streams which go to support the individual learner and their learning.

Learners, or their employers, outside the L3 entitlement criteria (ie fee remission for learners 25 and under undertaking first full L3) are expected to pay the appropriate fee. There are no differences in fee remission for an ALA vis a vis other learners.

Eligibility

To become an Adult Learner Account holder, learners must:

- Live or work in the South East Region
- Be aged 19 or over
- Enrol on a full level 3 programme of study (equivalent to an NVQ 3, two A levels, a BTEC National Diploma, or an Access to Higher Education course)
- Undertake their course with a provider participating in the trial

NOTE: All delivery should take place within the designated diamond areas.

A Levels

Most learners studying for a full level 3 using A levels as the vehicle, will enrol for at least 2 AS levels in year 1 and subsequently 2 A2s in year 2. Some learners, of course, may not intend to undertake the A2s but simply wish to study for the AS levels. Such learners must not be registered as ALAs as they are not planning to complete a full level 3. If consideration is given to learners who may be undertaking a full A level in one year (AS in January, A2 in June or both AS and A2 together), and all other potential combinations, the position becomes complex. A provider should seek to ascertain whether or not a learner genuinely plans to undertake a full L3 (concluding with at least two A2s) within the ALA term, and if so they should enter them on LAMS as an ALA. If learners are taking one A level, or intending to maximise at 1 AS and 1A2, then they should not be registered as an ALA, even if they may be taking 2 AS levels in the first year.

Providers should also be aware that some learners will be studying A levels in two institutions and take this into account accordingly.

Marketing and communications

Promotional activities are being co-ordinated nationally. Leaflets are being distributed throughout the target areas in the South East. Potential learners will be encouraged to ring a free phone number, 08000 920 229. This will trigger their being sent a 'Welcome Pack' which will include general information about Adult Learner Accounts, details of nextstep IAG and details of learning providers. Welcome Packs will also be sent out to learners who approach learning providers or IAG providers directly once a holding account has been activated. Learning providers will be encouraged to promote ALAs through their usual channels, but following the nationally agreed brand guidelines.

All existing Level 2 learners within the trial area have also received a direct mailshot informing them of the ALA opportunity and encouraging them to ring the free phone number.

The theme for the promotional campaign is 'Putting you First'.

Learning providers should contact Amanda Watterson in the Regional Marketing team with any queries - amanda.watterson@lsc.gov.uk

Independent information, advice and guidance

All holders of ALAs will be encouraged to take advantage of independent IAG. There are 3 routes into IAG:

1. On ringing the 0800 line, learners will, after eligibility checking, be offered IAG through *learndirect* who have a contract to deliver IAG for ALA holders. This will either be by transfer to learndirect at the time or by giving the learner the learndirect number.
2. The 0800 operator should also offer face to face IAG through *nextstep*, If the learner wishes to take up this offer, then Broadsystems (who manage the 0800 line) will inform the local nextstep provider who will then follow up by contacting the learner directly. A learner may also contact a nextstep provider themselves.
3. If a learner approaches a *learning provider* as the first point of call, then the learner should be offered independent IAG. This could be within their own organisation if they have a guidance unit with matrix accreditation, or they could be directed to nextstep or learndirect.

A learner does not need to receive independent IAG to participate in ALAs. However, learners must be made aware of the opportunity. A sample of learners will be surveyed 6 weeks into their learning to check that this offer was made.

Learners also have an entitlement to receive IAG towards the end of their programme. They will be contacted directly by Broadsystems to inform them of this entitlement, how they might access such guidance and to strongly encourage them to take up the opportunity. Providers are expected to facilitate appropriate arrangements.

Learning providers should seek guidance from their nextstep prime contractor for further guidance:

Berkshire:

Lesley Reilly

LAreilly@cfbt.com

Surrey/Sussex	Caroline Scott	caroline.scott@vtpic.com
Hants/IoW	Dave Blackmore	dave.blackmore@vtpic.com
MKOB	Lyndsey Whitehead	lyndsey.whitehead@vtpic.com
Kent	Hazel Allan	hazel.allan@vtpic.com

National Learning Directory (NLD)

Learning Providers are responsible for the accuracy of the data held on the NLD. It is crucial that course information relevant to Adult Learner Accounts is up to date as learndirect and other IAG providers will be accessing the NLD to support and guide learners in the course/provider selection. Hotcourses, who manage the NLD, will 'tag' courses which are being funded through ALAs, but can only do so if the course is already listed as being offered. Providers should check that eligible courses for ALAs are listed on the NLD and where there are inaccuracies take immediate measures to update their record.

LAMS

The Learner Account Management System (LAMS) is a stand alone software package which has been built simply to meet the requirements of the ALA trials. It will be discarded once the trials are complete. LAMS does not integrate with any other existing MIS software, for example ILR systems and all data needs to be entered into it separately.

The purpose of LAMS is to:

- Hold the data required to produce the Learner Statements (see following)
- Be the interim source of data re enrolments, retention, and achievement prior to 'hard' ILR data being transferred to LSC.

A LAMS holding account will be opened by Broadsystems when a learner phones the 0800 number and is deemed to be eligible for an ALA. It will only be activated by a provider once a learner has registered for a programme of learning. If a learner goes directly to a learning provider, the provider will create a LAMS account for them. If a learner goes directly to a nextstep provider, nextstep will capture their core data and send this to Broadsystems who will then open a holding account for them. IAG providers cannot open a LAMS account. Broadsystems will convert IAG provider information to holding accounts on a daily basis.

Each LAMS account is individually numbered. If a learner contacts the 0800 number, they will receive a letter with the 'Welcome Pack' which gives their account number. When registering for a programme, the provider will open their account and add to it details of courses etc. If a learner does not know their number, simple search tools will bring up the appropriate account. It will be likely that some learners will visit nextstep for IAG and then move to a provider within a few hours, which is before Broadsystems have been able to open up their Account. If this happens, the learning provider will open up an Account immediately. When subsequently Broadsystems seek to duplicate the account once the data from the IAG provider has been transferred, the system will prevent the duplicate being produced.

A learner will have only one LAMS account even if they are studying at more than one centre. It will be possible for a learner, for example, to study two AS/A2 levels at two centres (to make up a full level 3). When the learner enrolls at the second provider their original LAMS will be downloaded thereby preventing a duplicate LAMS. The second provider will simply insert the additional courses.

The data which needs to be captured on LAMS is:

1. Core personal data (address, age, gender, ethnicity, disability etc)
2. Programme of study
3. LSC financial contribution
4. Employer financial contribution (if any)
5. Provider financial contribution (it is recognised that some providers will waive fees)
6. Student financial contribution
7. Costs of any Additional Learning Support being provided
8. Costs of any Learner Support Funds being provided
9. Whether or not the learner is in receipt of EMA or any other publicly funded grant (though not the amount).

The programme of study should include **all** the learning activities being undertaken by the learner and not simply the full level three. It could include, for example, a GCSE in

English, or subject specific additionality (national language units alongside NVQ 3 in Catering) or enrichment activities (first aid at work course). The funding data for these additional subjects/courses should be included.

The accuracy of the financial data within LAMS is crucial. It will need to be inputted separately and updated regularly, for example when additional learning support costs are known or changed. As there is no link between the ILR and other provider systems, the data input administrator will need to check on other LSC software (LIS) to determine the cost of the programme.

The **Adult Learner Account Calculator (ALAC)** is under development to allow providers to determine the full value of ALA programmes and thus complete the funding fields upon LAMS. From the full programme value supplied by ALAC, the provider needs to subtract any charge to the learner (and enter into learner contribution), any charge to the employer (and enter into employer contribution) and any fees that are waived by the provider (and enter into provider contribution). The remainder of the full programme value will be automatically generated in the LSC contribution field.

The ALAC calculator is similar to the current Demand Led Calculator (DLC) currently used by many providers, utilising providers' ILR formatted data, and will be available to download from the LSC website shortly.

The LAMS User Guide is at Appendix 4.

Any operational difficulties with LAMS should be reported via the adult learner accounts email address – SE.adultlearneraccounts@lsc.gov.uk If it can't be resolved by a member of the Regional team it will be reported on the MAGIC (online fault reporting) system.

Learner statements

Statements will be issued 2-3 times a year (or on request). They will be 'bank style' and detail all funding contributions (LSC, Learning Provider, Employer and Learner). They are manually triggered by the provider but will be dispatched centrally. The provider does, however, have the responsibility for the accuracy of the data on the statement.

An example of the content of the Statement is at Appendix 2. The final format/design is currently being developed.

It is probable that when the first Statements are sent to learners a number of queries will be raised in their minds. Some of these queries will be related to accuracy. However, some learners, despite the explanatory documentation in the 'Welcome Pack', will wonder if the Statement is a request for fees, whether they still 'owe' the provider etc. Whilst neither the number of these queries, nor their content, can be predicted with confidence, learning providers may wish to designate a member of their customer service team for additional training and availability in order to answer such queries efficiently, and to follow up on any ensuing action required.

Additional Learning Support and Learner Support

Holders of ALAs may be able to get access to facilities and equipment funded through Additional Learning Support (ALS). They may also be able to access discretionary Learner Support Funds (dLSF), the Adult Learning Grant (ALG) and Career Development Loans (CDL). Information leaflets on ALG and CDL are available from many sources (eg nextstep providers, Jobcentre Plus) and should be made available to learners. Learners who require advice on accessing ALG or CDL should ring:

Adult Learning Grant 0800 100 900

Career development Loan 0800 585 505

Detailed information can be found at:

<http://www.direct.gov.uk/en/EducationAndLearning/AdultLearning/index.htm>

Additional Learning Support and Discretionary Learner Support Funds

Additional Learning Support

The LSC will consider, on an individual basis, claims for additional activities that provide direct learning support to learners. However an individual's eligibility for ALS should be determined by the context in which their learning takes place. The activities must be

additional to what should be provided by the employer to support the learner's employment.

The additional activities could include:

- equipment/support for learners with disabilities and/or learning difficulties for learning activities that are part of the programme. For employees, these activities should not normally form part of the employee's work
- transport between sites and to other off-site activities associated with the programme for learners with significant mobility difficulties, but not home-to-employer or home-to-provider.

There is a threshold of £171, below which the LSC will not consider claims as providers are expected to manage their budgets to provide ALS for all learners below this figure.

The LSC will not consider claims for additional teaching to provide literacy or numeracy support for learners studying a vocational programme. It is expected that this support should be integrated with the vocational programme and supported by that programme's funding.

Discretionary Learner Support Fund

The purpose of discretionary Learner Support Fund (dLSF) is to provide exceptional support to students aged 16 and above, who are experiencing financial difficulty with meeting costs associated with learning. This could be transport from home to place of learning or childcare costs.

Where the majority of learning is likely to happen in the workplace, there will be few - if any - additional 'costs of learning' for individual participants to bear. With this in mind it is unlikely that learners will need to apply for financial support from the discretionary Learner Support Fund.

Colleges

Colleges will have additional funds added to their current allocations commensurate with the volume of their contract. However, Colleges are expected to ring fence these additional allocations and use them only for supporting ALA learners funded through the tendering process. 'Badged' learners, ie those from within a college's commissioned provision, should receive ALS and/or LSF through the usual sources and not from the additional funds. The financial value of any ALS or dLSF (funded through either route) must be entered on LAMS, and updated during the programme as circumstances change. The level of ALS should be determined by providers in the usual way and funded through the mechanisms which will fund the main programme. Colleges will have their own procedures for allocating the discretionary Learner Support Fund.

Where a college franchises provision to another provider, they must make sure that learners in the franchised provision are not disadvantaged vis a vis those learners within the contract holder's main provision.

Private providers

During the period of the trial ALS and dLSF will be managed on a regional basis. An application form [will](#) be available and providers should return this to the Regional team. Whilst every effort will be made to meet requests for ALS, providers should be aware that the budget is finite. You should contact the Regional team immediately if a learner is likely to require substantial ALS (for example a deaf learner) so that appropriate action can be taken. Similarly, dLSF funds have a finite budget. Requests will be managed on a Regional basis and an application form will be available. Learners should be advised that it may not be possible for all support requests to be met.

Funding

This section, plus the following section on Data Requirements, should be read in conjunction with the FAQs (Providers) at Appendix 1

All learning providers, both colleges and private providers, will be funded through the FE Funding Methodology. Full details of this can be found at

<http://readingroom.lsc.gov.uk/lsc/National/FEFundingGuidance0708.pdf>

Providers will be paid monthly against profile. This means that the LSC will calculate what a provider would be paid over a whole year (using expected success rates), divide this amount by 12 and pay this amount on a monthly basis. These profile payments are reviewed periodically on submission of the ILR and monies reconciled. Providers will submit an FE ILR at the following times:

F01 – Due December 2007

F04 – Due September 2008

F05 – Due November 2008

In addition one or two further returns may be required subject to confirmation from your ALA contract team.

F02 – due February 08

F03 – due May 08

Following these data submissions reconciliation between profile and actual will take place. Should a provider fail to deliver the learning as determined by their profile, then funds are 'clawed back'. The following section indicates how learner details will come to be entered onto the ILR.

Providers will normally receive payments by the 15th working day of the month. Payments in accordance with this timetable will be dependent on the receipt of authorised data from the regions to the payments team and the timing of the reconciliations.

In addition, providers will be required to profile their expected delivery up to July 2008 on the proforma which will be supplied. Using the same form providers will be asked to return this on a monthly basis, showing actual delivery against profile. The purpose of this is to provide a monthly snapshot of ALA activity, specifically to compare current activity against initial profiles.

This proforma will need to be submitted monthly to the SE adult learner accounts mailbox – SE.adultlearneraccounts@isc.gov.uk by the 15th of each month.

Data requirements

As part of the contract for delivering ALAs, providers are required to fulfil all data requirements associated with LAMS and learners' records on the ILR. This guidance specifically does not cover the Learner Account Management systems, or payment systems

Format of Data Returns

All data returns for the pilot must be in FE ILR format with extension .Fxx in the filename. All details are available in the ILR specification that can be found at www.lsc.gov.uk/providers/data/datacollections

Timetable

There are 3 mandatory returns for FE collections that all FE providers must return these are:

F01 – Due December 2007

F04 – Due September 2008

F05 – Due November 2008

In addition one or two further returns may be required subject to confirmation from your ALA contract team.

F02 – due Feb 08

F03 – due May 08

Coding of data returns

All records are standard FE ILRs however all ALA records must be marked at field A46 as:

Code 82 OCT funded

Code 88 FE funded but badged as ALA

Code 89 RDA funded (South East region use only – NB providers should not use this code until notified by the LSC).

Funding reports

Funding reports will be supplied online from early 2008, for the purposes of carrying out reconciliation against the ALA contract. They **MUST NOT** be used for the purpose of producing a learner funding statement from the LAMS systems, as they will be based on actual funding earned to date, rather than an estimate of the funding for the whole course.

Until funding reports are updated, all ALA delivery will be included in F0x returns. You must be careful therefore to ensure that you take this into account when you review delivery against your mainstream allocation.

Use of the Learner Information Suite (LIS)

No modifications have been made to the LIS to support the ALA pilot, however if you have an FE ILR file that contains only ALA learners, then you can use the LIS to produce a standard FE funding report for the purposes of estimating your delivery against contract. The LIS can be downloaded from www.lsc.gov.uk/providers/data/software/lis

It is recommended that all ILR files are pre-validated using the LIS before being returned to the LSC

Use of the Learning Aims Data Base (LAD)

It is always good practice to ensure that when validating data using the LIS that you have the latest copy of the LAD. This can be downloaded from www.providers.lsc.gov.uk/LAD. All ILR returns sent to the on line system automatically use the latest LIS and LAD validation modules.

Preparing to send your ILR return to the LSC

All FE colleges will already have access to the LSC system. If you don't have access, you must ask your local office to set you up on the LSC systems. Once this is done the system will automatically generate a secure letter with an access key (this is in two parts for security). Once received, you will need to contact your local office to obtain the other key. This will then allow you access to your online account, however you must have registered with the MIAP UK register of learning providers (UKRLP).

Registering with the UK Register of learning providers

The LSC does not allow providers on to its systems without them first registering with the UKRLP. Please visit www.ukrlp.co.uk to obtain your number or register for one.

All LSC data systems are linked to this register and do not work effectively without a registration. LSC will use your registration number to set you up on its systems.

Additional support and guidance

A range of support and training materials are available. Please contact

Sedatasupport@lsc.gov.uk (SE region)

EMdatasupport@lsc.gov.uk (EM Region)

for detailed queries.

Training materials are available at www.providers.lsc.gov.uk Look for the training materials tab.

Audit

ALAs will be audited through existing arrangements. Auditors will sample ALAs as part of the planned visits. Guidance on how this will be achieved is being considered by National Office.

Monitoring, Evaluation and Review

The trials are being rigorously evaluated through a national contract. During this evaluation 1350 learners who have ALAs will be interviewed, 900 in the first year, 450 in the second. A control group of some 675 Level 3 learners who do not have ALAs will also be interviewed. Additionally, a number of workshops will be held on a regional basis to ascertain wider views. The focus of the national evaluation will be on the learner experience – IAG, added value and administrative arrangements.

Additionally, there will be a separate evaluation in the East Midlands. This will focus on any differences within and between our geographically diverse areas and on the effectiveness/efficiency of the different management approaches undertaken by East Midlands providers.

LSC Contacts

In the first instance, you should address specific enquiries to your partnership manager.

Enquiries of a more general nature should be addressed to the Skills Development Manager (ALA) for the LSC South East

Penny Askew penny.askew@lsc.gov.uk 01189 082111

or to the SE Adult Learner Accounts email address

SE.adultlearneraccounts@lsc.gov.uk

Appendix 1

Frequently Asked Questions (FAQ)

Provider Perspective

What is an Adult Learner Account (ALA)?

An adult learner account is a mechanism for informing learners about the funding they receive towards their training.

How do I return adult learner account ILR data to the LSC?

Providers delivering the Adult Learner Accounts pilot must return data to the LSC in FE ILR format, using the LSC's online data collection system. An authorised account is required to enable access to the online data collection system.

The timetable for return of FE ILR data is set out in the ILR specification 2007/08 available on line at www.lsc.gov.uk.

Please note that F01, F04 and F05 returns are mandatory. F02 and 3 are returned at the discretion of the Local office and the provider.

It has been confirmed that X FE files are not required.

How do I get an online data collections account?

There are three scenarios likely to arise for the pilot.

a) for FE colleges – there is no need to request an account as one will already be in existence. Staff will need to contact the colleges MIS director / registrar to request that arrangements for the return of the ALA pilot data in the college's normal cycle of FE ILR returns, are implemented.

b) for other existing Work Based, ACL, UFI and ESF providers an account should already exist. Regional LSC staff will ensure that a 2007/08 FE data collection is able to be accessed using existing account access details. In some instances, particularly for large national providers it may not be immediately clear who controls access to the LSC data collection system within their organisation. If particular difficulty arises please contact your LSC regional office and arrangements will be made to enable access.

c) If you are a new provider your regional office will initiate the creation of an account for you.

Is it correct that a learner cannot be included in the pilot without a Unique Learner Number (ULN)?

Unique Learner Numbers are being progressively rolled out across the FE system. Providers in the pilot are asked to contact the Learner Registration Service (LRS) and obtain numbers for their Learners wherever possible.

Inability to obtain a URN for a learner should not prevent their participation in the ALA pilot; however providers should be aware that proposals are being made to make the ULN a mandatory requirement in the future. For further information please refer to Appendix 2 – Sources of Additional Information.

It is hoped that providers will be able to input a ULN into both the LSC ILR and the LAMS application, for the purposes of producing a learner's statement.

Does the ILR data determine how I get paid?

You will be paid in the standard way for FE based providers for the 2007/08 academic year, which is on a profile agreed between the provider and the LLSC. Payments will be reconciled against ILR data returned via the LSC's data collection system. Data input into the provider LAMS system will not be used for the purpose of reconciling funding.

When will my learner data and funding be reconciled against what I have been paid?

Please refer to detailed funding guidance supplied separately.

Will in year re-profiling occur?

Yes – for OCT funded ALA based on ILR data received – the LSC's regional ALA team will review all pilot providers on an ongoing basis throughout the course of the pilot and this may result in either higher or lower profiles being agreed.

I haven't got a learner data (ILR) system – what should I do?

Contact one or more of the software suppliers or bureau services, to see if they offer a service suitable to your organisations needs.

I have got a learner data (ILR) system, but I am not sure it can currently handle FE format learner records?

The LSC national data team will supply names of organisations able to offer upgrades to their existing systems.

What support and training is the LSC offering providers for the pilot?

The LSC is offering limited support for costs incurred in collecting and transmitting ALA data for the pilot. This is offered on an exceptional basis only (strictly limited to the first year of the pilot) and is subject to prioritisation for those providers that have no current ILR data capacity. Additional funding will not as a matter of course

be offered to existing large national providers and FE colleges with significant existing allocations. The aim is to support those providers:

- that do not currently return ILR data to the LSC
- are likely to have only small numbers of learners throughout the pilot
- That are likely to need specific and specialised support that the LSC could not otherwise provide during the course of normal operations.

Providers must obtain agreement in writing from the LSC that it will fund specific costs of ILR data systems and learners before entering into any commercial or legally binding agreements. The LSC will not accept liability for any costs that it has not specifically agreed to in advance.

Usual avenues of support will remain. Support from the SE and EM regions on data issues can be obtained by ringing or emailing

South East

SEdatasupport@lsc.gov.uk

East Midlands:

emdatasupport@lsc.gov.uk

ILR and LAMS is being dealt with distinctly. If you have a query please ensure that the subject header states whether the query is for LAMS or ILR by marking it clearly as either LAMS or ILR to ensure that you get as fast a response as possible.

I am only expecting to have a very small number of learners for the pilot. Do I have to get a commercially available MIS system?

No. Providers also will have the option of inputting their records using a secure online bureau service. Bureaux tend to charge a relatively small fee for the input of records with a small maintenance fee linked to the how long the learner is on programme.

Details of known bureau services will be made available to providers involved in the pilot.

Please see paragraph 10 for details of what support is available.

Do I have to use the LSC issue ILR form or can I use my own enrolment form?

Providers may use their own forms as long as the data collected is complete and conforms to the 2007/08 ILR specification available at www.lsc.gov.uk

I am not sure what solution to go for?

The LSC does not recommend any specific solution or solution provider as it recognises that each provider's circumstances and needs will vary:

- small providers may wish to look at bureau services as these will often represent value for money on small volumes of learner records.
- small to medium size providers may have a very cheap upgrade option available to their existing WBL or ESF desktop MIS system
- FE colleges are almost certain to have systems that will already be able to send FE ILR format data

What reports will I get when I send my ILR file to the data system?

Return of the ILR will generate the following reports in the following circumstances

a) ILR file is <100% valid

- a validation report will be returned showing errors and warnings in the file in the file for correction.

b) ILR file is 100% valid

a validation report showing warnings

- a full FE funding summary report

And from early 2008 onwards:

- an FE funding summary report for ALA learners
- an occupancy list and learner level funding report

Do I have to send all the FE components associated with my collection?

Providers should only send FE collection components if required to do so e.g. reconciliation files or franchising returns.

Can I use the Learner Information Suite (LIS) for validating my data?

Yes. This is recommended before sending any ILR files to the LSC or for the purposes of obtaining a ULN.

I haven't got an area cost factor – does this affect my funding?

All FE providers will have one. Further details are in the FE funding guidance. However it is important if you are a new provider that one is agreed as part of the contract set up process. Please speak to your regional contract manager about this, who will advise you further.

Do I need an UKPRN and what is it?

UKPRN is a national provider registration number supplied by the MIAP programme.

The LSC cannot set providers up in its data or payment systems without one. You can check and update your number and head of organisation details at www.ukrlp.co.uk. Please particularly check that your principal / chief executive is correct.

Can I use my online funding reports for producing Learner statements from LAMS?

Providers will be supplied with a separate piece of software to enable them to produce estimate funding figures for the learner accounts. Providers must be careful not to use estimate figures produced for input into LAMS with detailed funding reconciliation reports, supplied online or using the LIS.

Appendix 2 – Sources of Additional Information

Area	Web address	What can I find here?
Training Materials	www.providers.lsc.gov.uk	Detailed user guides Learning Aims Database
Support	National www.lsc.gov.uk/providers/data Local Sedatasupport@lsc.gov.uk Emdatasupport@lsc.gov.uk	LSC Contact details Specialist data pages LSC news ILR specifications and other specialised data advice.
Unique Learner Number	Up to date Information www.miap.gov.uk Urgent queries MIAPdeliverypmo@lsc.gov.uk	Information on the Learner registration service.
Unique Provider Numbers	www.ukrlp.co.uk	Registration for Unique Provider number Update provider organisation details including LSC contact details.
Information Authority	www.theia.org.uk	Information on the new sector wide information authority.

Appendix 3

Adult Learner Account No. 0123456789

ULN No. 0123456789

Mr. A Learner
Flat 5
122 New Road
Reading
RG1 1HA

Date 01/10/07

This is your Adult Learner Account statement. If you have any queries, please contact your learning provider.

Your Statement

Programme Details

South East College

NVQ Plumbing (18/09/2007 – 30/07/2009) - Continuing **£2000.00**

This is made up of:

LSC contribution		£1250.00
Provider contribution		£ 350.00
Employer contribution	Year 1	£ 100.00
Employer contribution	Year 2	£ 100.00
Your contribution	Year 1	£ 100.00
Your contribution	Year 2	£ 100.00

Additional Funding**£ 200.00**

This is made up of:

Learner Support Funds		£ 100.00
Additional Learning Support	Year 1	£ 50.00
Additional Learning Support	Year 2	£ 50.00

Value of Your Learning**£2200.00****Other Financial Support**

You are also in receipt of:

Adult Learning Grant

Career Development Loan

Any values shown for future years of learning are anticipated and subject to adjustment.

If you require any information, advice or guidance regarding your course or career choices, please contact your local **nextsteps** provider or call **0800 092 0229** quoting your ALA number.

Appendix 4

Frequently Asked Questions

Learners' Perspective

1 What is an Adult Learner Account?

An Adult Learner Account is for anyone aged 19 or over and is designed to help you plan and achieve learning at level 3. It gives you one point of contact for information, advice and guidance about the right course for you, where to find high quality learning providers in your area and details of the financial assistance available to help you with the costs of your learning. Adult Learner Accounts are currently being trialled in parts of the East Midlands and South East of England.

2 What is the benefit for me of opening an Adult Learner Account?

Signing up for an Adult Learner Account ensures that you receive a personal service tailored to your individual needs so that you can make a start on improving your skills. You will receive advice and guidance before, during and at the end of your programme, to help you make sure that your course of study is right for you, to help you choose a learning provider and to help you decide what to do next. You will also receive full information about the costs of the learning programme, how much the government will contribute and how this will be provided. The financial information will be in the form of a simple, easy to read statement.

3 What will my statement contain?

The statement will include the full details about the costs of your learning programme including:

- How much the LSC will contribute – this is usually about 63% of the cost of learning but for those on benefits the LSC may meet the full costs.
- How much you or your employer will need to contribute to any fees
- Any contribution the college or learning provider has made in terms of fees waived
- Any additional support you have received, such as an Adult Learning Grant
- Any additional learning support that is provided to help you overcome any difficulties and successfully complete the programme.

4 How often will I receive a statement?

Your provider will discuss the costs of learning with you when you enrol and once you have agreed to start you will receive a statement soon after you begin learning. You will get further statements at regular intervals during your learning programme or if you change your learning programme. You can also request a statement at any time by asking the college or learning provider for one.

5 What happens after I've registered for an Adult Learner Account?

Once you have applied for an Adult Learner Account a holding account will be created for you and you will be advised of your Adult Learner Account number. You will be provided with details of the learning opportunities available in your area so that you can choose which provider to contact.

6 How do I activate my account?

Once you have chosen where to study, your Adult Learner Account will be activated by the college or learning provider when you enrol on your chosen learning programme. If you don't have your Adult Learner Account number with you when you enrol, the provider can still activate your account by matching your details such as name, address and date of birth.

7 What help can I receive with fees and other learning costs?

If you are under 25 your fees are paid for you by the government. If you are over 25 you, or your employer, will be expected to contribute towards the costs of your learning. You may be entitled to an Adult Learning Grant or you could take out a

Career Development Loan. You should ask your Information Advice and Guidance provider or your learning provider about these. In certain circumstances you may be able to receive support from the discretionary Learner Support Fund. You should ask your learning provider about this Fund. If you need additional support with learning, providers have funds to assist you.

8 Why have parts of the East Midlands and the South East of England been selected for the trial?

These areas were chosen because they reflect different needs and environments in which to test Adult Learner Accounts as widely as possible. It is planned to extend coverage to all areas of the country once we have developed the systems and learned from the trials.



Leading learning and skills

Learner Accounts Management System (LAMS)

User Guide

Document Details:	
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Creation Date:	5 th October 2007
Version:	3.0

History Page

Amendment History

Date	Author	Version	Reason for Amendment
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10 th Sep 2007	LSC	2.0	Issue version 2.0
4 th Oct 2007	LSC	3.0	Issue version 3.0

Approval History

Date	Version	By Whom	Role
1 st July 2007	1.0	LSC	
10 th Sep 2007	2.0	LSC	
23 rd Oct 2007	3.0	LSC	

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Section 1 - Introduction

In this section This section will cover the following topics:

Topic	See Page
Introduction	6
System Overview	7
System Access	7

Introduction

Who is this User Guide for?

This user guide is for all users of the Learner Account Management System (LAMS).

What is in this Guide?

This guide contains an overview of LAMS, as well as a step-by-step guide on how to use it. There are examples and screen shots to help you familiarise yourself with the system, as well as business process information and details of where to find further training.

Getting more help and information

If you are a provider and need more help or support using LAMS, please contact your Regional LSC.

If you are a Regional LSC user please contact the Business Support Unit (BSU) via MAGIC in the usual way.

System Overview

Learner Accounts Management

In March 2006, the Government announced their intention to introduce “measures that will put learners and employers in the driving seat in determining what is funded and how services are delivered. A programme of learner accounts will be trialled, focused on helping people gain Level 3 qualifications.” (DfES FE White Paper - Further Education: Raising Skills, Improving Life Chances - March 2006). Learner Accounts are intended to provide learners with impartial advice and guidance on their career options and, once embarked on learning, information such as details of the provider, course, tuition costs and contributions, to illustrate the full value of learning that is being received.

The Learner Accounts Management System (LAMS) allows you to set up and maintain learner accounts and the details of any associated learning programmes. Funding information can be recorded against each learning programme, and details of any additional funding such as Adult Learning Grants, Career Development Loans etc. can be recorded on LAMS. The system also issues statements to learners and provides management information to the LSC.

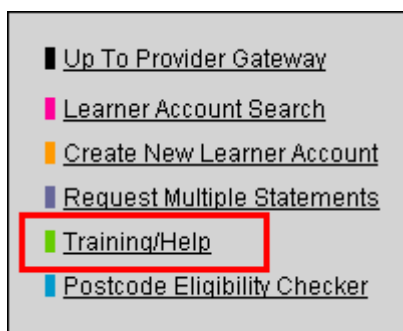
System Access

Provider Gateway

Access to LAMS is through the Provider Gateway, so you will need a Provider Gateway **user ID** and **password** before you can access LAMS. You can find more information about accessing and using Provider Gateway at the following website:

http://ffe.lsc.gov.uk/using/provider_gateway.htm

If you are logged onto the Provider Gateway, you can also use the **Training / Help** link on the provider gateway menu.



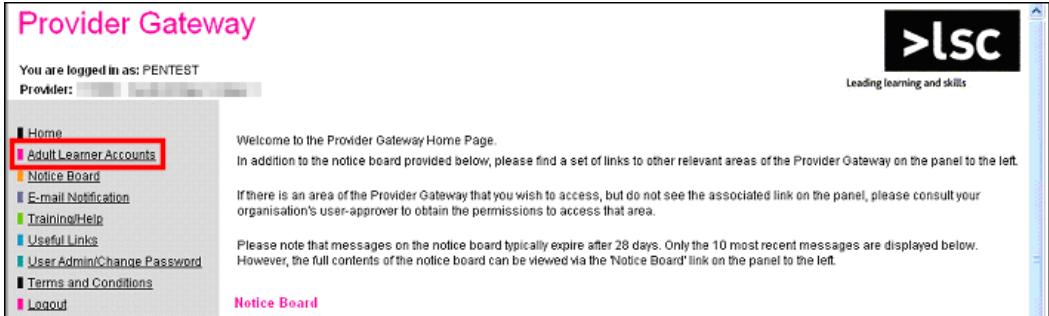
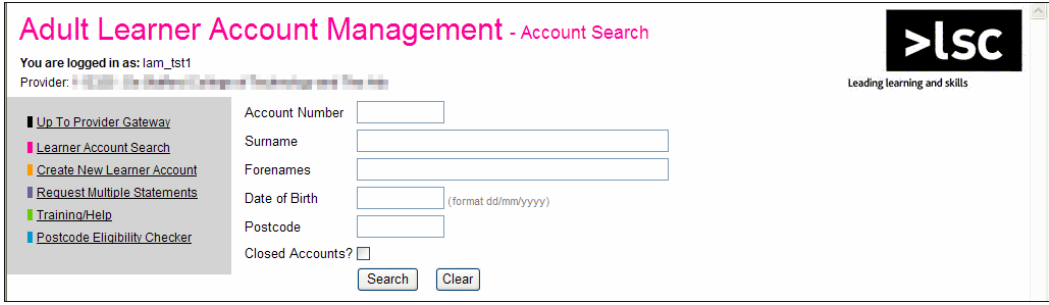
Section 2 – Using LAMS

In this section This section will cover the following topics:

Topic	See Page
Accessing the System & Navigating	9
Checking Learner Eligibility	11
Creating New Learner Accounts	12
Searching for Learner Accounts	14
Adding & Updating Learning Programme Details	17
Adding & Updating Additional Funding	20
Statements	23

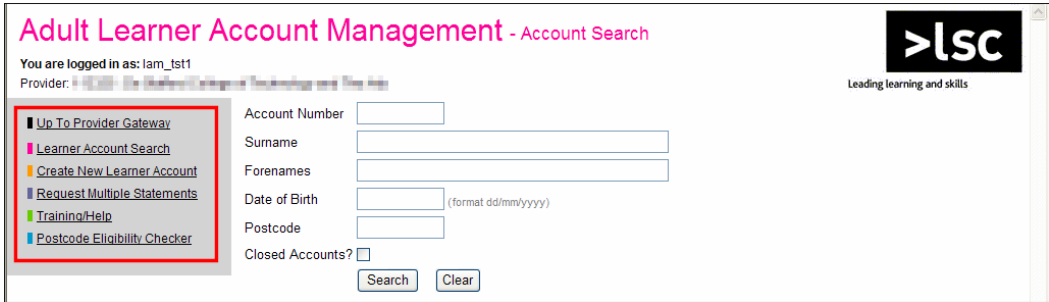
Accessing the System & Navigating

Overview This topic shows you how to access LAMS and navigate. Before proceeding, you must be logged onto the Provider Gateway (see **System Access** on page 7 for more information).

Step	Action
1	<p>Click on Adult Learner Accounts, located on the left of the Provider Gateway home page. If you cannot see this option then you should contact your local provider gateway super user, to check whether you have the relevant system access assigned to your user ID.</p> 
2	<p>The LAMS homepage is displayed, showing the learner account search fields.</p> 

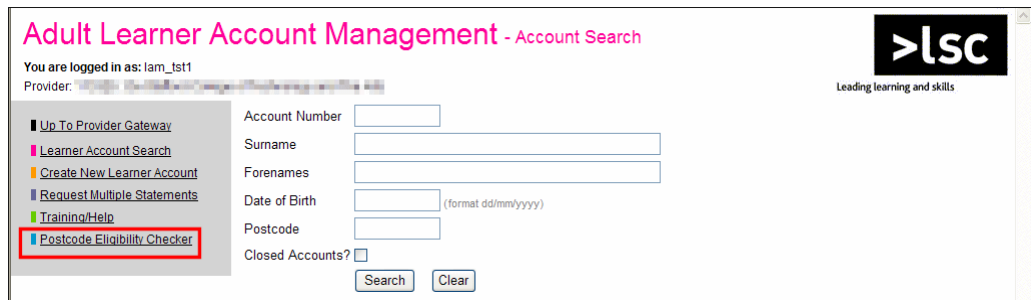
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Accessing the System & Navigating, continued

Step	Action
3	<p>The menu is found on the left hand side of the screen, as highlighted below.</p>  <p>Use the options on the menu as follows:</p> <ul style="list-style-type: none"> • Up To Provider Gateway – return to the Provider Gateway home page, from where you can log off the system if required. • Learner Account Search – search for an existing learner account (see Searching for Learner Accounts on page 14 for more information). • Create New Learner Account – set up a new learner account (see Creating New Learner Accounts on page 12 for more information). • Request Multiple Statements – allows you to request statements for multiple learners (see Statements on page 23 for more information) • Training / Help – launches the Provider Gateway help website, where you can find more help and information should you need it. • Postcode Eligibility Checker – allows you to check whether a learner is in the right postcode to be eligible for the learner accounts trial. (East Midlands region only. See Checking Learner Eligibility on page 11 for more information).

Checking Learner Eligibility

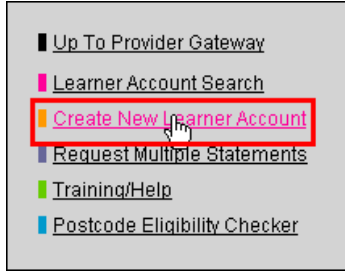
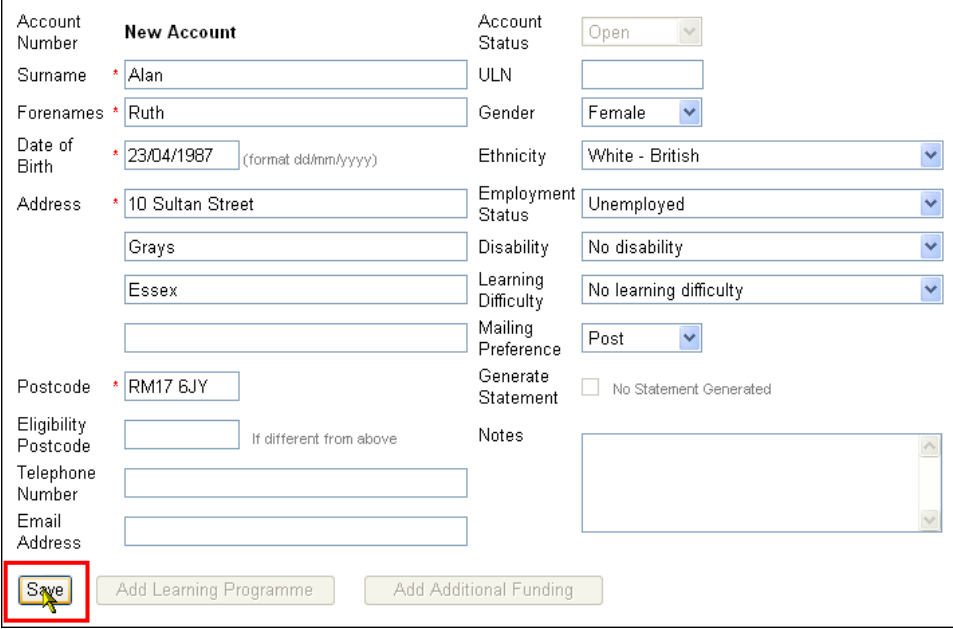
Overview LAMS allows you to check whether a learner is eligible for the learner accounts trial by checking whether their postcode falls within an area that is taking part in the trials. You can launch the postcode eligibility checker from the menu (it will open in a new window). **Note:** Postcode eligibility checking is only required for the East Midlands region at present. South East regional providers will not need to use this functionality.



Step	Action
1	Enter the postcode into the box at the bottom of the screen, and click on Submit . <div data-bbox="429 1211 1350 1800" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> </div>
2	A message is displayed at the bottom of the screen informing you whether the postcode is eligible for the trials or not.

Creating New Learner Accounts

Overview This topic explains how to set up a new learner account. Before creating a new learner account you should check whether one already exists for the learner by using the Learner Account Search. You can find detailed guidance for all of the fields on the Learner Account details screen in **Appendix I – Learner Account Field Notes** on page 27.

Step	Action
1	<p>Click on Create New Learner Account on the menu.</p> 
2	<p>Enter the details of the new learner account and click on Save (Note: all fields marked with an asterisk are mandatory). You may need to use the scroll bars to see all of the fields on the screen. (The ULN field is intended for use when ULNs are rolled out as part of the MIAP programme. It is therefore an optional field as learners will not necessarily have ULNs at the moment). NOTE: The Generate Statement check box is disabled until you have set up programme details.</p> 

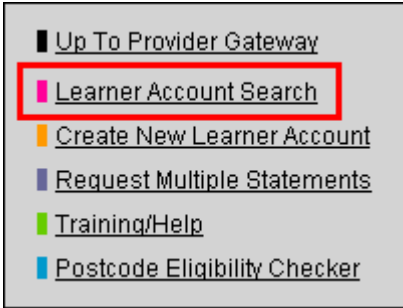
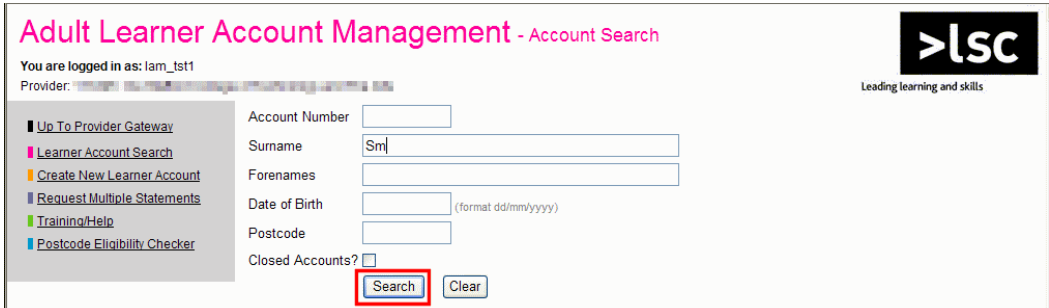
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Creating New Learner Accounts, continued

Step	Action
3	<p>A message is displayed at the bottom of the screen confirming that the learner account has been created. The Account Number field at the top of the screen is populated with the learner account number.</p> <div data-bbox="363 546 1417 1272" style="border: 1px solid black; padding: 5px;"> </div>
4	<p>If required, you can now proceed to record details of any learning programmes associated with the learner. See Adding & Updating Learning Programme Details on page 17 for full instructions.</p>

Searching for Learner Accounts

Overview This topic shows you how to search for a learner account that has already been set up on the system. It also explains how to update the learner account details and how to close an account.

Step	Action
1	<p>The search screen is displayed when you first log on to the system, but you can also access it by clicking Learner Account Search on the menu.</p> 
2	<p>Enter your search criteria into the relevant fields and click on Search. You can search by Account Number, Surname, Forenames, Date of Birth, Postcode or any combination of these. Partial searches are also supported e.g. enter “Sm” into the Surname field and all learners whose surname began with those two letters would be displayed (Note: surnames that contain “Sm” anywhere other than the first 2 letters are not displayed). Check the Closed Accounts check box to include accounts with a status of <i>Closed</i> in the search.</p> 

Continued on next page

Searching for Learner Accounts, continued

Step	Action																												
3	<p>The search results are displayed at the bottom of the screen.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Account Number <input type="text"/></p> <p>Surname <input type="text" value="Sm"/></p> <p>Forenames <input type="text"/></p> <p>Date of Birth <input type="text"/> (format dd/mm/yyyy)</p> <p>Postcode <input type="text"/></p> <p>Closed Accounts? <input type="checkbox"/></p> <p style="text-align: right;"><input type="button" value="Search"/> <input type="button" value="Clear"/></p> </div> <table border="1" style="border: 2px solid red; width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Account Number</th> <th>Surname</th> <th>Forenames</th> <th>Date of Birth</th> <th>Postcode</th> <th>Status</th> <th>Holding</th> </tr> </thead> <tbody> <tr> <td>10202</td> <td>smith</td> <td>mike</td> <td>19/08/1986</td> <td>NG1 5FP</td> <td>Open</td> <td>Yes</td> </tr> <tr> <td>10086</td> <td>smith</td> <td>stephen</td> <td>08/08/1979</td> <td>LE2 1AA</td> <td>Open</td> <td>Yes</td> </tr> <tr> <td>10007</td> <td>Smith</td> <td>Gilbert</td> <td>19/02/1960</td> <td>RH16 LER</td> <td>Open</td> <td>Yes</td> </tr> </tbody> </table>	Account Number	Surname	Forenames	Date of Birth	Postcode	Status	Holding	10202	smith	mike	19/08/1986	NG1 5FP	Open	Yes	10086	smith	stephen	08/08/1979	LE2 1AA	Open	Yes	10007	Smith	Gilbert	19/02/1960	RH16 LER	Open	Yes
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10086	smith	stephen	08/08/1979	LE2 1AA	Open	Yes																							
10007	Smith	Gilbert	19/02/1960	RH16 LER	Open	Yes																							
4	<p>Click on the link in the Account Number column to display the learner account in full detail.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Account Number</th> <th>Surname</th> <th>Forenames</th> <th>Date of Birth</th> <th>Postcode</th> <th>Status</th> <th>Holding</th> </tr> </thead> <tbody> <tr> <td>10002</td> <td>smith</td> <td>mike</td> <td>19/08/1986</td> <td>NG1 5FP</td> <td>Open</td> <td>Yes</td> </tr> <tr> <td>10086</td> <td>smith</td> <td>stephen</td> <td>08/08/1979</td> <td>LE2 1AA</td> <td>Open</td> <td>Yes</td> </tr> <tr> <td>10007</td> <td>Smith</td> <td>Gilbert</td> <td>19/02/1960</td> <td>RH16 LER</td> <td>Open</td> <td>Yes</td> </tr> </tbody> </table>	Account Number	Surname	Forenames	Date of Birth	Postcode	Status	Holding	10002	smith	mike	19/08/1986	NG1 5FP	Open	Yes	10086	smith	stephen	08/08/1979	LE2 1AA	Open	Yes	10007	Smith	Gilbert	19/02/1960	RH16 LER	Open	Yes
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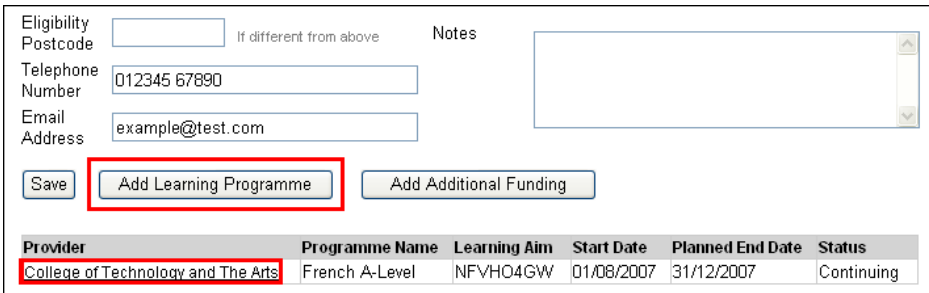
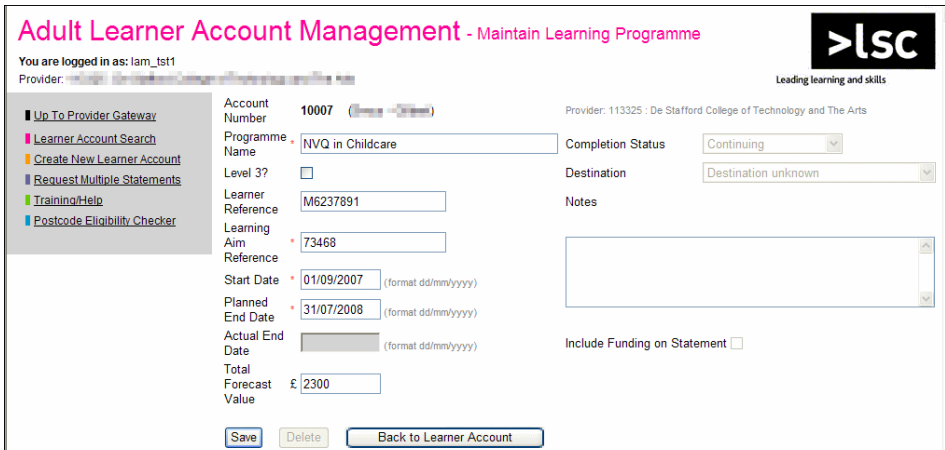
Searching for Learner Accounts, continued

Step	Action												
5	<p>The learner details are displayed. You may need to use the scroll bars to view all of the fields on this screen. A detailed description of each of the fields on this screen can be found in Appendix I – Learner Account Field Notes on page 27.</p> <div data-bbox="363 577 1417 1406" style="border: 1px solid black; padding: 5px;"> <p>Account Number: 10060 Account Status: Open</p> <p>Surname: * Allan ULN: Gender: Female</p> <p>Forenames: * Sonia Ethnicity: White - British</p> <p>Date of Birth: * 06/09/1980 (format dd/mm/yyyy) Employment Status: Unemployed</p> <p>Address: * 10 The High Street Disability: No disability</p> <p>London Learning Difficulty: No learning difficulty</p> <p>Postcode: * SE15 1UT Mailing Preference: Post</p> <p>Eligibility Postcode: If different from above Generate Statement: <input type="checkbox"/> No Statement Generated</p> <p>Telephone Number: Notes: <input type="text"/></p> <p>Email Address: <input type="text"/></p> <p><input type="button" value="Save"/> <input type="button" value="Add Learning Programme"/> <input type="button" value="Add Additional Funding"/></p> <table border="1" data-bbox="391 1332 1396 1400"> <thead> <tr> <th>Provider</th> <th>Programme Name</th> <th>Learning Aim</th> <th>Start Date</th> <th>Planned End</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>College of Technology and The Arts</td> <td>French A-Level</td> <td>91273845</td> <td>01/09/2007</td> <td>30/06/2008</td> <td>Continuing</td> </tr> </tbody> </table> </div>	Provider	Programme Name	Learning Aim	Start Date	Planned End	Status	College of Technology and The Arts	French A-Level	91273845	01/09/2007	30/06/2008	Continuing
Provider	Programme Name	Learning Aim	Start Date	Planned End	Status								
College of Technology and The Arts	French A-Level	91273845	01/09/2007	30/06/2008	Continuing								
6	<p>If you wish to update any of the details on this screen, amend the fields as necessary and then click on Save (Note: all fields marked with an asterisk are mandatory fields). To close a learner account, use the Account Status drop down list to select a status of <i>Closed</i> and then enter a reason in the Reason field, which is displayed after you select the <i>Closed</i> status. Learner statements will never be sent to any accounts with a status of <i>Closed</i>.</p> <p>Account Status: Closed Reason: <input type="text"/></p> <p>For information on how to record learning programme information for a learner, see Adding & Updating Learning Programme Details on the next page.</p>												

Adding & Updating Learning Programme Details

Overview Once a learner account has been created, you can add and maintain details of any learning programmes associated with the learner, and details of any relevant funding.

Learning programmes are displayed and maintained at the bottom of the Learner Account Details screen.

Step	Action												
1	<p>Click on Add Learning Programme at the bottom of the screen to add new a learning programme, or click on the provider name to update an existing one.</p>  <table border="1" data-bbox="438 1086 1348 1131"> <thead> <tr> <th>Provider</th> <th>Programme Name</th> <th>Learning Aim</th> <th>Start Date</th> <th>Planned End Date</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>College of Technology and The Arts</td> <td>French A-Level</td> <td>NFVHO4GW</td> <td>01/08/2007</td> <td>31/12/2007</td> <td>Continuing</td> </tr> </tbody> </table>	Provider	Programme Name	Learning Aim	Start Date	Planned End Date	Status	College of Technology and The Arts	French A-Level	NFVHO4GW	01/08/2007	31/12/2007	Continuing
Provider	Programme Name	Learning Aim	Start Date	Planned End Date	Status								
College of Technology and The Arts	French A-Level	NFVHO4GW	01/08/2007	31/12/2007	Continuing								
2	<p>Enter or update the details of the learning programme. The Total Forecast Value should be entered from the ALA Calculator (ALAC) report. NOTE: The Learner Reference field is the L03 field as specified in the ILR. Click on the Save button when you have completed the fields as necessary (Note: all fields marked with an asterisk are mandatory). The Delete button is enabled for existing programmes and allows you to remove a learning programme from the learner account. Detailed guidance for every field on this screen can be found in Appendix II – Learning Programme Field Notes on page 29.</p> 												




Continued on next page

Adding & Updating Learning Programme Details, continued

Step	Action																
3	<p>A message is displayed confirming that the changes have been saved successfully and the funding details are displayed at the bottom of the screen. Note: the LSC Contribution is automatically calculated based on the Total Forecast Amount entered. It will be re-calculated each time a new Funding Amount is added to the funding details.</p> <div data-bbox="416 613 1362 869" style="border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Funding Type</th> <th style="width: 20%;">Funding Period</th> <th style="width: 30%;">Funding Amount</th> <th style="width: 20%;">Select</th> </tr> </thead> <tbody> <tr> <td>LSC Contribution</td> <td>Programme</td> <td>£ 2300.00</td> <td></td> </tr> <tr> <td>Provider Contribution <input type="text" value=""/></td> <td>Programme <input type="text" value=""/></td> <td>£ <input type="text" value=""/></td> <td><input type="button" value="Add"/></td> </tr> </tbody> </table> <p style="color: red; font-weight: bold; margin-top: 5px;">The learning programme was successfully created.</p> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Back to Learner Account"/> </div> </div>	Funding Type	Funding Period	Funding Amount	Select	LSC Contribution	Programme	£ 2300.00		Provider Contribution <input type="text" value=""/>	Programme <input type="text" value=""/>	£ <input type="text" value=""/>	<input type="button" value="Add"/>				
Funding Type	Funding Period	Funding Amount	Select														
LSC Contribution	Programme	£ 2300.00															
Provider Contribution <input type="text" value=""/>	Programme <input type="text" value=""/>	£ <input type="text" value=""/>	<input type="button" value="Add"/>														
4	<p>Select a Funding Type and Funding Period using the drop-down lists and enter a Funding Amount.</p> <p>Note: For one year programmes, you should enter the funding amount against the 'Programme' funding period; if the programme is a multi-year course, you should enter each year's funding against the appropriate year of the course i.e. Year 1, Year 2 or Year 3.</p> <p>Click on Add when you have entered the details.</p> <div data-bbox="427 1211 1350 1480" style="border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Funding Type</th> <th style="width: 20%;">Funding Period</th> <th style="width: 30%;">Funding Amount</th> <th style="width: 20%;">Select</th> </tr> </thead> <tbody> <tr> <td>LSC Contribution</td> <td>Programme</td> <td>£ 2300.00</td> <td></td> </tr> <tr> <td>Provider Contribution <input type="text" value=""/></td> <td>Programme <input type="text" value=""/></td> <td>£ 1500</td> <td><input type="button" value="Add"/></td> </tr> </tbody> </table> <p style="color: red; font-weight: bold; margin-top: 5px;">The learning programme was successfully created.</p> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Back to Learner Account"/> </div> </div>	Funding Type	Funding Period	Funding Amount	Select	LSC Contribution	Programme	£ 2300.00		Provider Contribution <input type="text" value=""/>	Programme <input type="text" value=""/>	£ 1500	<input type="button" value="Add"/>				
Funding Type	Funding Period	Funding Amount	Select														
LSC Contribution	Programme	£ 2300.00															
Provider Contribution <input type="text" value=""/>	Programme <input type="text" value=""/>	£ 1500	<input type="button" value="Add"/>														
5	<p>The funding details are added. A new line appears allowing you enter further funding details if required.</p> <div data-bbox="438 1615 1339 1874" style="border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Funding Type</th> <th style="width: 20%;">Funding Period</th> <th style="width: 30%;">Funding Amount</th> <th style="width: 20%;">Select</th> </tr> </thead> <tbody> <tr> <td>LSC Contribution</td> <td>Programme</td> <td>£ 800.00</td> <td></td> </tr> <tr> <td>Provider Contribution</td> <td>Programme</td> <td>£ 1500.00</td> <td><input type="button" value="Delete"/></td> </tr> <tr> <td>Provider Contribution <input type="text" value=""/></td> <td>Programme <input type="text" value=""/></td> <td>£ <input type="text" value=""/></td> <td><input type="button" value="Add"/></td> </tr> </tbody> </table> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Back to Learner Account"/> </div> </div>	Funding Type	Funding Period	Funding Amount	Select	LSC Contribution	Programme	£ 800.00		Provider Contribution	Programme	£ 1500.00	<input type="button" value="Delete"/>	Provider Contribution <input type="text" value=""/>	Programme <input type="text" value=""/>	£ <input type="text" value=""/>	<input type="button" value="Add"/>
Funding Type	Funding Period	Funding Amount	Select														
LSC Contribution	Programme	£ 800.00															
Provider Contribution	Programme	£ 1500.00	<input type="button" value="Delete"/>														
Provider Contribution <input type="text" value=""/>	Programme <input type="text" value=""/>	£ <input type="text" value=""/>	<input type="button" value="Add"/>														

Continued on next page

Adding & Updating Learning Programme Details, continued

Step	Action
6	<p>Now you have created the funding entries, you can select the Include Funding on Statement check box if you would like the details of the funding to appear on the learner account statement when it is produced.</p> <p>Note: if this check box is not selected, the funding will not be shown on the learner's statement.</p> <div data-bbox="676 616 1102 696" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"><input type="checkbox"/> Include Funding on Statement </div>
7	Remember to Save your changes before exiting this screen.
8	<p>Click on the relevant Delete link to remove a funding entry. You are prompted to confirm your choice.</p> <div data-bbox="705 896 1074 1120" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"><p>Microsoft Internet Explorer </p><p> Delete this funding entry?</p><p><input type="button" value="OK"/> <input type="button" value="Cancel"/></p></div>

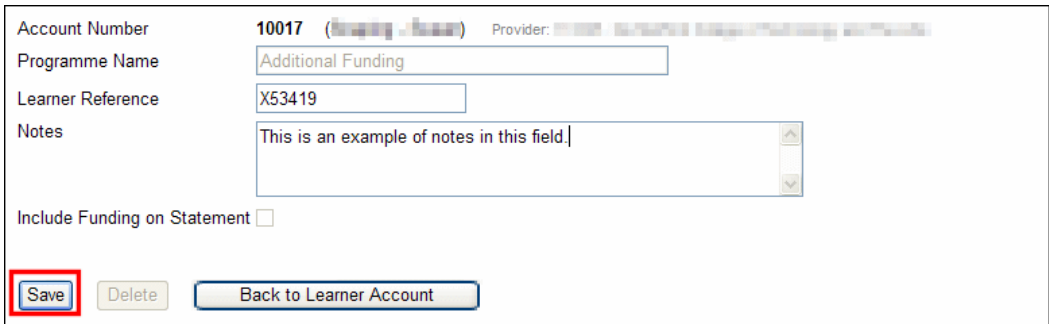
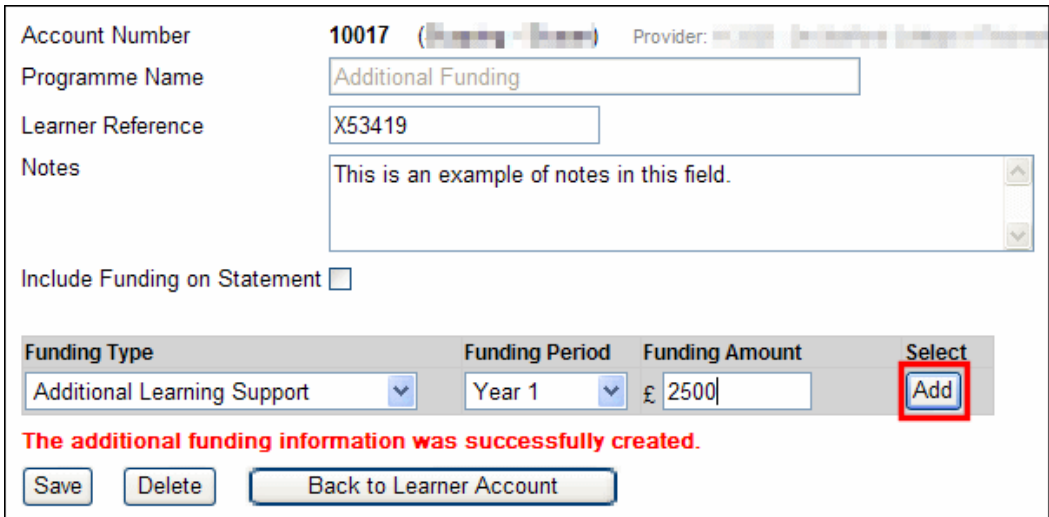
Adding & Updating Additional Funding

Overview This topic shows you how to add and update additional funding details for a learner account. Additional funding applies to the individual learner, rather than a particular learning programme e.g. Learner Support Funds, Adult Learning Grant, etc.

Step	Action																												
1	<p>Locate the relevant learner account and click on the link in the Account Number column to display the learner account in full detail (see Searching for Learner Accounts on page 14 for full instructions on how to locate an account).</p> <table border="1"> <thead> <tr> <th>Account Number</th> <th>Surname</th> <th>Forenames</th> <th>Date of Birth</th> <th>Postcode</th> <th>Status</th> <th>Holding</th> </tr> </thead> <tbody> <tr> <td>10086</td> <td>smith</td> <td>mike</td> <td>19/08/1986</td> <td>NG1 5FP</td> <td>Open</td> <td>Yes</td> </tr> <tr> <td></td> <td>smith</td> <td>stephen</td> <td>08/08/1979</td> <td>LE2 1AA</td> <td>Open</td> <td>Yes</td> </tr> <tr> <td></td> <td>Smith</td> <td>Gilbert</td> <td>19/02/1960</td> <td>RH16 LER</td> <td>Open</td> <td>Yes</td> </tr> </tbody> </table>	Account Number	Surname	Forenames	Date of Birth	Postcode	Status	Holding	10086	smith	mike	19/08/1986	NG1 5FP	Open	Yes		smith	stephen	08/08/1979	LE2 1AA	Open	Yes		Smith	Gilbert	19/02/1960	RH16 LER	Open	Yes
Account Number	Surname	Forenames	Date of Birth	Postcode	Status	Holding																							
10086	smith	mike	19/08/1986	NG1 5FP	Open	Yes																							
	smith	stephen	08/08/1979	LE2 1AA	Open	Yes																							
	Smith	Gilbert	19/02/1960	RH16 LER	Open	Yes																							
2	<p>Click on Add Additional Funding at the bottom of the page.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Eligibility <input type="checkbox"/> If different from above</p> <p>Postcode <input type="text"/> Notes <input style="width: 100px;" type="text"/></p> <p>Telephone Number <input type="text" value="07123 465678"/></p> <p>Email <input type="text"/></p> <p>Address <input type="text"/></p> <p> <input type="button" value="Save"/> <input type="button" value="Add Learning Programme"/> <input type="button" value="Add Additional Funding"/> </p> </div>																												

Continued on next page

Adding & Updating Additional Funding, continued

Step	Action
3	<p>Enter the Learner Reference field (NOTE: this is the L03 field as specified in the ILR). The Learner Reference field will be automatically populated if you have already created a Learning Programme for this learner. Tick the Include on Statement check-box if you wish the details of the funding to be included on the learner statement. You can enter some notes in the Notes field if required. See Appendix III – Additional Funding Field Notes on page 32 for detailed notes on all of the fields on this screen. Click on the Save button when you have completed the fields as necessary.</p>  <p>The screenshot shows a form with the following fields: Account Number (10017), Programme Name (Additional Funding), Learner Reference (X53419), and Notes (This is an example of notes in this field). There is a checkbox for 'Include Funding on Statement' and three buttons: 'Save' (highlighted), 'Delete', and 'Back to Learner Account'.</p>
4	<p>A message is displayed confirming that the save was successful, and you can proceed to enter the funding details. Use the Funding Type and Funding Period drop down lists to select funding type and year, and enter the value of the funding in the Funding Amount field. Note: Only Additional Learner Support and Learner Support Funds can have an associated Funding Amount. Add other Funding Types without a Funding Amount to indicate that the learner is in receipt of this funding.</p> <p>Click on the Add button.</p>  <p>The screenshot shows the same form as in step 3, but with additional fields: 'Funding Type' (Additional Learning Support), 'Funding Period' (Year 1), and 'Funding Amount' (£ 2500). A red message states 'The additional funding information was successfully created.' The 'Add' button is highlighted with a red box.</p>

Continued on next page

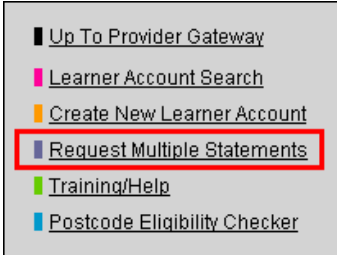
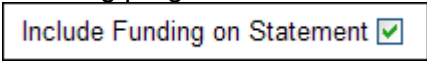
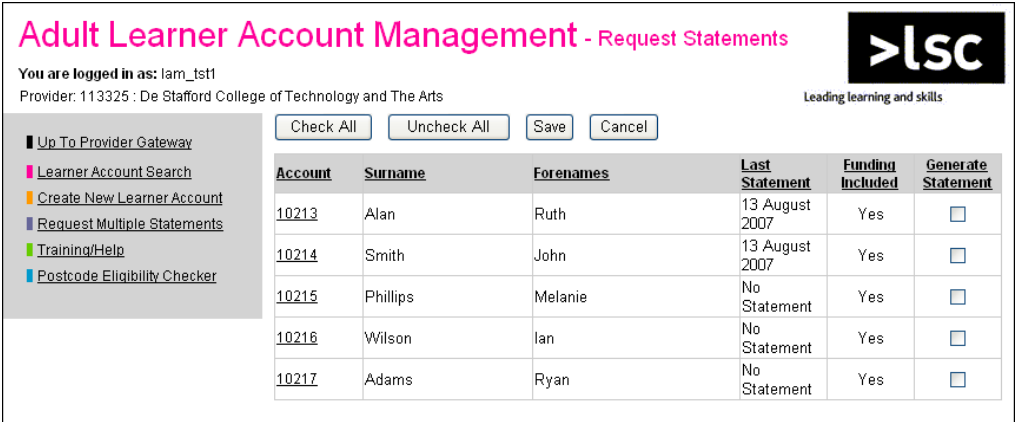
Adding & Updating Additional Funding, continued

Step	Action																								
5	<p>The line is added for the selected funding type. You can add more lines for different funding types if required by using the Add button.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Funding Type</th> <th style="text-align: left;">Funding Period</th> <th style="text-align: left;">Funding Amount</th> <th style="text-align: left;">Select</th> </tr> </thead> <tbody> <tr> <td>Additional Learning Support</td> <td>Year 1</td> <td>£ 2500.00</td> <td>Delete</td> </tr> <tr> <td>Additional Learning Support ▼</td> <td>Programme ▼</td> <td>£ <input style="width: 80px;" type="text"/></td> <td>Add</td> </tr> </tbody> </table> <p style="margin-top: 5px;"> <input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Back to Learner Account"/> </p> </div>	Funding Type	Funding Period	Funding Amount	Select	Additional Learning Support	Year 1	£ 2500.00	Delete	Additional Learning Support ▼	Programme ▼	£ <input style="width: 80px;" type="text"/>	Add												
Funding Type	Funding Period	Funding Amount	Select																						
Additional Learning Support	Year 1	£ 2500.00	Delete																						
Additional Learning Support ▼	Programme ▼	£ <input style="width: 80px;" type="text"/>	Add																						
6	<p>Now you have created the additional funding entries, you can select the Include Funding on Statement check box if you would like the details of the additional funding to appear on the learner account statement when it is produced.</p> <div style="text-align: center; margin: 10px 0;"> <input type="checkbox"/> Include Funding on Statement <input checked="" type="checkbox"/> </div>																								
7	<p>When you have finished adding funding details, remember to Save your changes.</p> <div style="text-align: center; margin: 10px 0;"> <input type="button" value="Save"/> </div>																								
8	<p>NOTE: If you wish to view or update details of any additional funding, click on the funding line at the bottom of the Learner Account screen with the Programme Name of <i>Additional Funding</i>.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th>Provider</th> <th>Programme Name</th> <th>Learning Aim</th> <th>Start Date</th> <th>Planned End</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>College of Technology and The Arts</td> <td>French A-Level</td> <td>29382345</td> <td>01/09/2007</td> <td>30/06/2008</td> <td>Continuing</td> </tr> <tr> <td>College of Technology and The Arts</td> <td>French GCSE</td> <td>23485629</td> <td>01/09/2007</td> <td>20/06/2008</td> <td>Continuing</td> </tr> <tr style="border: 2px solid red;"> <td>College of Technology and The Arts</td> <td>Additional Funding</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Provider	Programme Name	Learning Aim	Start Date	Planned End	Status	College of Technology and The Arts	French A-Level	29382345	01/09/2007	30/06/2008	Continuing	College of Technology and The Arts	French GCSE	23485629	01/09/2007	20/06/2008	Continuing	College of Technology and The Arts	Additional Funding				
Provider	Programme Name	Learning Aim	Start Date	Planned End	Status																				
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College of Technology and The Arts	Additional Funding																								

Statements

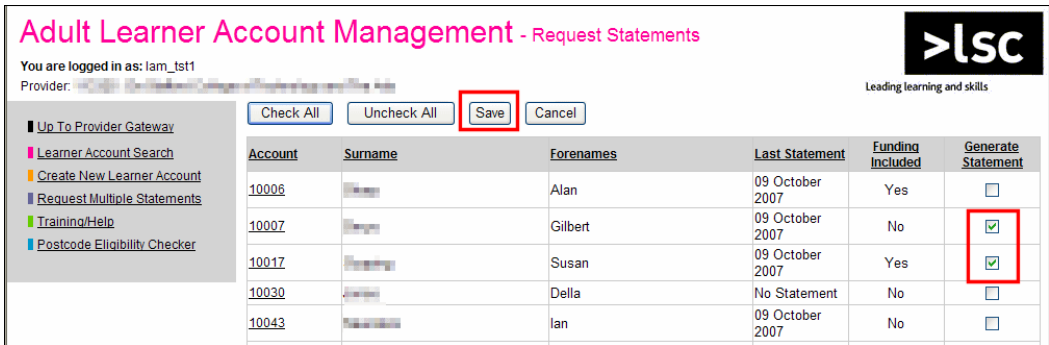
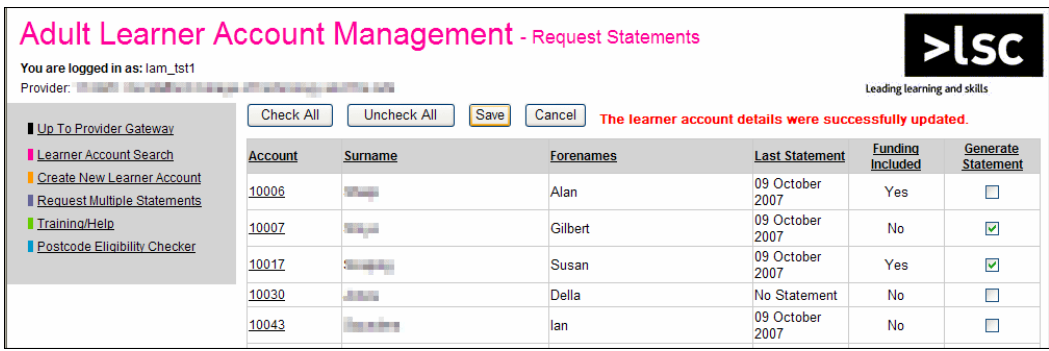
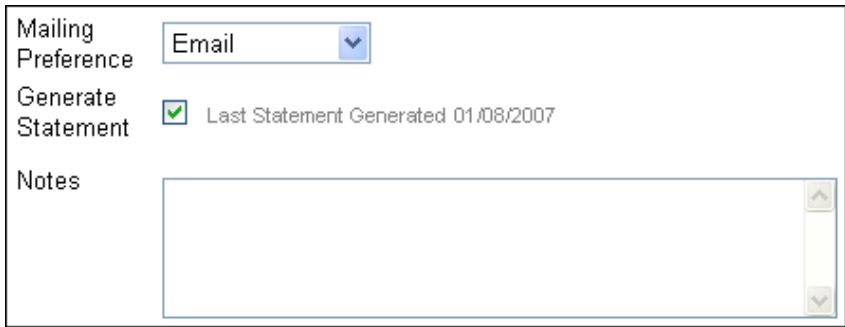
Overview This topic explains how learner statements are requested and generated. The statement will be sent to the user via the method specified in the **Mailing Preference** field of the main learner account details page.

You can generate statements for a single learner or you can generate statements for multiple learners at the same time. This topic includes instructions on how to do both.

Step	Action
1	<p>To generate statements for multiple learners, select Request Multiple Statements from the menu.</p> 
2	<p>All learners for whom a statement can be generated are listed. These will be learner accounts that have at least one learning programme with your institution.</p> <p>NOTE: If <i>No</i> is showing in the Funding Included column then no funding has been selected to be included on the statement for the learner. You should make sure that on each learner account the <i>Include Funding On Statement</i> option is selected for at least one learning programme.</p>  <p>If <i>Include Funding On Statement</i> is not selected for at least one learning programme, the learner will receive a statement without any of their programme funding details shown.</p> 

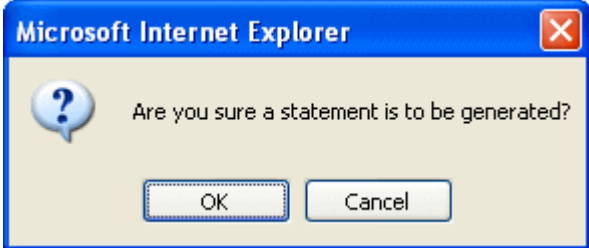
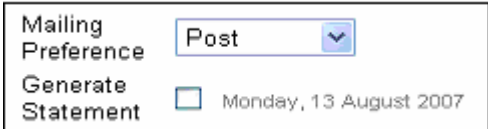
Continued on next page

Statements, continued

Step	Action																																				
3	<p>Tick the Generate Statement check box against each learner for whom you wish to generate a statement and click on Save.</p>  <p>Adult Learner Account Management - Request Statements</p> <p>You are logged in as: lam_tst1 Provider: [redacted]</p> <p>Check All Uncheck All Save Cancel</p> <table border="1"> <thead> <tr> <th>Account</th> <th>Surname</th> <th>Forenames</th> <th>Last Statement</th> <th>Funding Included</th> <th>Generate Statement</th> </tr> </thead> <tbody> <tr> <td>10006</td> <td>[redacted]</td> <td>Alan</td> <td>09 October 2007</td> <td>Yes</td> <td><input type="checkbox"/></td> </tr> <tr> <td>10007</td> <td>[redacted]</td> <td>Gilbert</td> <td>09 October 2007</td> <td>No</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>10017</td> <td>[redacted]</td> <td>Susan</td> <td>09 October 2007</td> <td>Yes</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>10030</td> <td>[redacted]</td> <td>Della</td> <td>No Statement</td> <td>No</td> <td><input type="checkbox"/></td> </tr> <tr> <td>10043</td> <td>[redacted]</td> <td>Ian</td> <td>09 October 2007</td> <td>No</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Account	Surname	Forenames	Last Statement	Funding Included	Generate Statement	10006	[redacted]	Alan	09 October 2007	Yes	<input type="checkbox"/>	10007	[redacted]	Gilbert	09 October 2007	No	<input checked="" type="checkbox"/>	10017	[redacted]	Susan	09 October 2007	Yes	<input checked="" type="checkbox"/>	10030	[redacted]	Della	No Statement	No	<input type="checkbox"/>	10043	[redacted]	Ian	09 October 2007	No	<input type="checkbox"/>
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10043	[redacted]	Ian	09 October 2007	No	<input type="checkbox"/>																																
4	<p>A message is displayed confirming that the accounts have been updated, indicating that a statement has been requested.</p>  <p>Adult Learner Account Management - Request Statements</p> <p>You are logged in as: lam_tst1 Provider: [redacted]</p> <p>Check All Uncheck All Save Cancel The learner account details were successfully updated.</p> <table border="1"> <thead> <tr> <th>Account</th> <th>Surname</th> <th>Forenames</th> <th>Last Statement</th> <th>Funding Included</th> <th>Generate Statement</th> </tr> </thead> <tbody> <tr> <td>10006</td> <td>[redacted]</td> <td>Alan</td> <td>09 October 2007</td> <td>Yes</td> <td><input type="checkbox"/></td> </tr> <tr> <td>10007</td> <td>[redacted]</td> <td>Gilbert</td> <td>09 October 2007</td> <td>No</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>10017</td> <td>[redacted]</td> <td>Susan</td> <td>09 October 2007</td> <td>Yes</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>10030</td> <td>[redacted]</td> <td>Della</td> <td>No Statement</td> <td>No</td> <td><input type="checkbox"/></td> </tr> <tr> <td>10043</td> <td>[redacted]</td> <td>Ian</td> <td>09 October 2007</td> <td>No</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Account	Surname	Forenames	Last Statement	Funding Included	Generate Statement	10006	[redacted]	Alan	09 October 2007	Yes	<input type="checkbox"/>	10007	[redacted]	Gilbert	09 October 2007	No	<input checked="" type="checkbox"/>	10017	[redacted]	Susan	09 October 2007	Yes	<input checked="" type="checkbox"/>	10030	[redacted]	Della	No Statement	No	<input type="checkbox"/>	10043	[redacted]	Ian	09 October 2007	No	<input type="checkbox"/>
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5	<p>The Generate Statement checkbox is now ticked on the learner account record for each selected learner (shown below). If you only require a statement for an individual learner, you should tick this box on the learner account.</p>  <p>Mailing Preference: Email</p> <p>Generate Statement: <input checked="" type="checkbox"/> Last Statement Generated 01/08/2007</p> <p>Notes: [text area]</p>																																				

Continued on next page

Statements, continued

Step	Action
6	<p>If requesting a statement for a single learner, you are prompted to confirm your choice by clicking OK on the popup window.</p> 
7	<p>The statement will be generated in the next statement run (performed on a weekly basis). When the statement has been generated (and sent to the fulfilment house for posting), the Generate Statement check box will automatically uncheck, and the statement print date will be displayed, as shown in the example below.</p> 

Appendix

In this section This section will cover the following topics:

Topic	See Page
Appendix I – Learner Account Field Notes	27
Appendix II – Learning Programme Field Notes	29
Appendix III – Additional Funding Field Notes	12

Appendix I – Learner Account Field Notes

Overview This topic contains detailed notes on each of the fields on the Learner Accounts screen.

Field Name	Field Type	Length	Notes
Account Number	Read only		This is generated automatically by the system on saving a new Account and cannot be amended.
Surname	Entry field (alphabetic)	20	Mandatory field. Used along with forenames, postcode and date of birth to establish if the record is a duplicate.
Forenames	Entry field (alphabetic)	40	Mandatory field. Used along with surname, postcode and date of birth to establish if the record is a duplicate.
Date of Birth	Entry field (date)	10	Mandatory field and should be a valid date later than 01/01/1900, using the date pattern DD/MM/YYYY. Used along with surname, forenames and postcode to establish if the record is a duplicate.
Address	Entry field (alphanumeric)	30	Address line 1 is a mandatory field; lines 2-4 are optional.
Postcode	Entry field (alphanumeric)	8	Mandatory field and should be a valid UK format postcode. Used along with surname, forenames and date of birth to establish if the record is a duplicate.
Eligibility Postcode	Entry field (alphanumeric)	8	Only to be completed for the East Midlands region if the learner's postcode given above is not the one that passes the ALA eligibility criteria e.g. this field may hold the learner's work postcode if their home address is not eligible but their work is. Should be a valid UK format postcode.
Telephone Number	Entry field (alphanumeric)	15	
Email Address	Entry field (alphanumeric)	255	If Email is chosen in the Mailing Preference field, this field must be completed.
Account Status	Choice box		This can be Open or Closed. Learner statements will not be sent to Accounts with a Closed status. Learner Accounts can be set to 'Closed' regardless of the status of any associated learning programmes, so users need to ensure that closing an Account is the correct action to take.

Continued on next page

Appendix I – Learner Account Field Notes, continued

Field Name	Field Type	Length	Notes
Reason (for Closed status)	Entry field (alphanumeric)	50	If Closed is chosen in the Account Status field, this field is displayed and must be completed e.g. duplicate Account, learner opted out of ALAs, learner deceased.
ULN (Unique Learner Number)	Entry field (numeric)	10	Intended for use when ULNs are rolled out as part of the MIAP (Managing Information Across Partners) programme - it is therefore an optional field since learners will not necessarily have ULNs at the moment.
Gender	Choice box		
Ethnicity	Choice box		
Employment Status	Choice box		
Disability	Choice box		
Learning Difficulty	Choice box		
Mailing Preference	Choice box		The learner's mailing preference for the ALA statements only.
Requires (other mailing requirements)	Entry field (alphanumeric)	50	If Other is chosen in the Mailing Preference field, this field is displayed and must be completed. Only to be used in rare circumstances e.g. Learner requires Braille statement or large font statement.
Generate Statement	Checkbox		Checking this box will add this Learner Account to the next statement fulfilment run (performed once per week). Learner statements can only be requested for Learner Accounts with an Open status and that have at least one learning programme record. Once the fulfilment run has been completed, this box will be automatically unchecked by the system and the last statement date updated.
Last Statement Date	Read only		This is generated automatically by the system and shows the date that the last statement was generated for this learner (or No Statement if one has never been generated).
Notes	Entry field (alphanumeric)	2000	

Appendix II – Learning Programme Field Notes

Overview This topic contains detailed notes on each of the fields on the Learning Programme screen.

Field Name	Field Type	Length	Notes
Account Number and Learner Name	Read only		Identified automatically by the system and cannot be amended
Provider UPIN and Name	Read only		Identified automatically by the system and cannot be amended
Programme Name	Entry field (alphanumeric)	255	This is a mandatory free text field and should be a clear and understandable name for the learning programme that is being undertaken (may be the prospectus course name) e.g. NVQ in Childcare, A Level Maths. This will appear on the learner statements.
Level 3	Checkbox		This is required to identify Level 3 programmes so that they can be displayed at the top of the programme list on a learner statement. Checked = this programme is a Level 3 programme. Unchecked = this programme is not a Level 3 programme.
Learner Reference	Entry field (alphanumeric)	12	The provider's reference number for the learner (same as L03 on the ILR). If a learning programme or additional funding record already exists for the learner at this provider, this field will be automatically populated with the same learner reference.
Learning Aim Reference	Entry field (alphanumeric)	8	Mandatory field. The LAD (Learning Aim Database) reference number for this aim.
Start Date	Entry field (date)	10	Mandatory field. A valid date, using the date pattern DD/MM/YYYY. Must be later than 01/08/2007.
Planned End Date	Entry field (date)	10	Mandatory field. A valid date, using the date pattern DD/MM/YYYY. Must be later than the start date.
Actual End Date	Entry field (date)	10	A valid date, using the date pattern DD/MM/YYYY. Must be later than the start date and cannot be in the future.
Total Forecast Value	Entry field (numeric)	8	This should be the forecast value as provided by the ALAC report. Must be numeric (whole numbers or to 2 decimal places).

Continued on next page

Appendix II – Learning Programme Field Notes, continued

Field Name	Field Type	Length	Notes
Completion Status	Choice box		
Destination (on Completion)	Choice box		
Notes	Entry field (alphanumeric)	2000	
Include Funding on Statement	Checkbox		<p>There must be at least one line of funding information for the learning programme in order for the Include Funding on Statement checkbox to be selected.</p> <p>Checked = the user is satisfied that the funding information entered for this learning programme is complete and accurate enough to be displayed on a learner statement.</p> <p>Unchecked = funding information will not be displayed for this learning programme on the learner statement. Programme details will be displayed indicating that funding information is not yet available.</p>
Funding Type	Choice box		<p>LSC Contribution</p> <ul style="list-style-type: none"> - this is a non-editable field as it is automatically calculated by the system by subtracting any other funding contributions from the Total Forecast Value. <p>Provider Contribution</p> <ul style="list-style-type: none"> - includes any fees waived by the provider <p>Employer Contribution</p> <ul style="list-style-type: none"> - the employer's contribution to the programme if known <p>Learner Contribution</p> <ul style="list-style-type: none"> - programme fee paid by the learner - includes any additional costs the learner has to pay such as registration and exam / assessment fees <p>Other Contribution</p> <ul style="list-style-type: none"> - anything that does not fit one of the above categories

Continued on next page

Appendix II – Learning Programme Field Notes , continued

Field Name	Field Type	Length	Notes
Funding Period	Choice box		Indicates which year of learning this funding applies to, or whether it applies to the full programme period.
Funding Amount	Entry field (numeric)	8	Must be numeric (whole numbers or to 2 decimal places).

Appendix III – Additional Funding Field Notes

Overview This topic contains detailed notes on each of the fields on the Additional Funding screen.

Field Name	Field Type	Length	Notes
Provider Name and UPIN	Read only		Identified automatically by the system and cannot be amended
Programme Name	Read only		Generated automatically by the system to be 'Additional Funding' and cannot be amended. This heading will appear on the learner's statements.
Learner Reference	Entry field (alphanumeric)	12	The provider's reference number for the learner (same as L03 on the ILR). If a learning programme already exists for the learner at this provider, this field will be automatically populated with the same learner reference.
Notes	Entry field (alphanumeric)	2000	
Include Funding on Statement	Checkbox		<p>There must be at least one line of funding information for the additional funding record in order for the Include Funding on Statement checkbox to be selected.</p> <p>Checked = the user is satisfied that the funding information entered for this additional funding record is complete and accurate enough to be displayed on a learner statement.</p> <p>Unchecked = funding information will not be displayed for this additional funding record on the learner statement.</p>

Continued on next page

Appendix III – Additional Funding Field Notes, continued

Field Name	Field Type	Length	Notes
Funding Type	Choice box		<p>Additional Learner Support</p> <p>Learner Support Funds</p> <ul style="list-style-type: none"> - If the learner is in receipt of either of the funding above, these should be added to the Additional Funding record with an associated funding amount. <p>Adult Learning Grant</p> <p>Education Maintenance Allowance</p> <p>Care to Learn</p> <p>Dance & Drama Award</p> <p>Career Development Loan</p> <ul style="list-style-type: none"> - If the learner is in receipt of any of the funding above, these should be added to the Additional Funding record but do not require an associated funding amount.
Funding Period	Choice box		Indicates which year of learning this funding applies to, or whether it applies to the full programme period.
Funding Amount	Entry field (numeric)	8	Must be numeric (whole numbers or to 2 decimal places).

This guide gives you an overview of the Learner Accounts Management System (LAMS). It tells you how to access the system and navigate, and explains some of the things you will need to know when using the system.

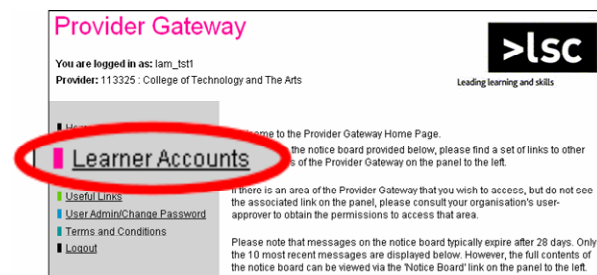
1. Introduction

The Learner Accounts Management System (LAMS) allows you to set up learner accounts and learning programme information, as well as recording funding details. The system also issues statements to learners and provides management information to the LSC.

2. System Access

Access to LAMS is via the Provider Gateway, found at <https://gateway.lsc.gov.uk/>. You will therefore need a Gateway userid and password before you can logon.

When you have logged onto the Provider Gateway, you can find the link to **Learner Accounts** in the menu on the left of the screen.

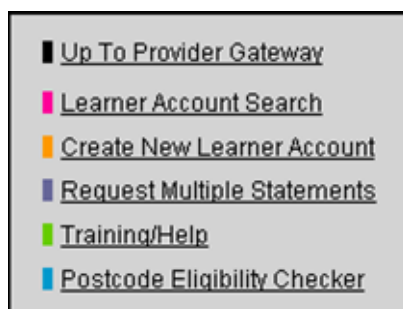


For more help and guidance on accessing the Provider Gateway, go to:

http://ffe.lsc.gov.uk/using/provider_gateway.htm

3. Using the system

Navigation is via the menu on the left hand side of the screen.



Up To Provider Gateway

Use this option to return to the Provider Gateway homepage, from where you can log off the system if required.

Learner Account Search.

Search for existing learner accounts, and maintain the account or funding details.

Account Number	10005	Account Status	Open		
Surname	Rixson	ULN			
Forenames	Sonia	Gender	Female		
Date of Birth	23/08/1983 (format dd/mm/yyyy)	Ethnicity	White - British		
Address	1 High Street	Employment Status	Unemployed		
	Thurrock	Disability	No disability		
		Learning Difficulty	No learning difficulty		
		Mailing Preference	Email		
Postcode	RM17 5UX	Generate Statement	<input type="checkbox"/> No Statement Generated		
Eligibility		Notes			
Telephone Number	012345 67890				
Email Address	example@test.com				
<input type="button" value="Save"/> <input type="button" value="Add Learning Programme"/> <input type="button" value="Add Additional Funding"/>					
Provider	Programme Name	Learning Aim	Start Date	Planned End	Status
College of Technology and The Arts	French A-Level	NFVH04GW	01/08/2007	31/12/2007	Continuing
College of Technology and The Arts	Biology A-Level	GTR07EHB	01/09/2007	30/06/2008	Continuing
College of Technology and The Arts	Additional Funding				

Create New Learner Account

Create a new learner account and maintain funding details.

Request Multiple Statements

Allows you to create multiple learner statements from a single screen.

Training / Help

Launches the Provider Gateway help website which contains the LAMS user guide and overview.

4. Help & Support

Use the **Training / Help** link as above to access more detailed information and guidance.

Providers needing help with LAMS should contact their regional LSC.

Regional LSC users needing help or support should contact the BSU via MAGIC in the usual way.