

## Lifelong Learning Account Quick Guide for Learning Providers August 2011

### Objective of this document:

This quick guide provides an introduction to the Lifelong Learning Account and outlines the role of Learning Providers in their promotion.

### What is a Lifelong Learning Account?

A Lifelong Learning Account is a free online service, available from the Next Step website, that offers greater flexibility, control and choice for skills and learning development. A Lifelong Learning Account will give individuals access to a range of information and tools to match their personal circumstances and needs - the results of which can be saved in a private, secure and easily accessible space.

### Who is eligible for a Lifelong Learning Account?

The Lifelong Learning Account is available to adults 19+ throughout England and Job Centre Plus claimants or offenders in the community aged 18+.

### What are the benefits to Learning Providers?

- **needs** making it easier to identify barriers to learning.
- Individuals can **more easily access advice and support** about future careers and learning.
- **Enables fast-tracking of learners at enrolment** through access to eligibility checks for funding and support with the cost of learning.
- **Encourages self help**, empowers individuals and provides support at various points on their learning journey.  
Provides a resource to **support staff development** and provide evidence towards quality improvement plans and self assessment reports required by the Common Inspection Framework.  
**Creates more informed learners**, encourages them to take advantage of the adult learning offer, driving up recruitment, retention and demand led provision.
- Enables providers to **identify progression opportunities and keep individuals engaged** in learning.  
**Increases the interest in learning** and **widens** the market for learning opportunities.  
Encourages a more dynamic dialogue between providers and learners and **promoting learning communities**.

### What will a Lifelong Learning Account give to an individual?

- Supports **customers to be more confident** by promoting ownership of the choices available to them. Provides access to relevant, up to date information on a variety of products and services in one safe and secure online space, including:
  - CV Builder
  - Job Profiles
  - Skills Health Check
  - Skills Action Plan
  - Learner Statement (of entitlement)
  - Eligibility Checker
  - Learner Record
  - Course Search (save facility)
- **Tracks investment in an individuals learning and achievements** through personal investment and Government contributions.
- Ability to receive **personalised notifications** of relevant courses on offer within their local area.
- **Provides access to a record of learning** that will evidence progression as they develop skills.
- Provides personalised searches and notifications to help individuals **make better career decisions and the ability to act on targeted offers**.

### Your role as a Learning Provider:

#### Promotion of the Lifelong Learning Account:

- Introduce and promote the benefits of the Lifelong Learning Account to individuals.
- Explain to learners that by registering for a Lifelong Learning Account, as part of the service, they may be contacted for their feedback.
- Ensure the learner is aware of the Fair Processing Notice and that they are happy to be registered with the service.

#### Perform role as a Learner Registration Body:

- An Individual Learner Record (ILR) is required to match or create a Unique Learner Number (ULN).
- Providers must submit an ILR for each learner (including those who may have already registered for a Lifelong Learning Account). This will enable the service to determine that the learners' identity has been verified, and to provide access to the full offer including the Personal Learning Record and Learner Statement.
- Current forms of accepted evidence of identity are; relationship with school, passport, driving licence, ID card or other form of national identification, National Insurance card, benefits documentation, examination certificates and credit or debit card. The Lifelong Learning Account links to the Learner Record Services for ULN matching.

### Capture customer details, produce ILR extract and submit via batch return:

- For learners that agree to register for a Lifelong Learning Account, or who have already opened an Account and require ID authentication in order to gain the benefit of the full offer, providers are asked to upload a standard FO file to the Provider Gateway (PG) Document Exchange.
- This is in addition to the usual FO ILR returns made to the Data Service. The standard FO file used in the process is the general ILR output file from Learner Information Suite (LIS).
- This information will be flagged on the ILR with **code 16 in field L40**
- An ILR file is created from the provider's MI system and uploaded onto the Provider Gateway on a **monthly basis**.
- The Lifelong Learning Account system will process the ILR file and notify the learner (usually via letter) to complete their registration by logging onto the website.
- As this file is not part of the annual FO return timetable and is a stand alone output file from LIS, it will not be validated against the usual ILR validation rules and will not be used for funding or performance monitoring. Consequently the majority of the fields in the ILR do not need to be fully completed or verified for this upload. The data from a small number of fields only will be used for the creation of the Lifelong Learning Account for the learner. **See Annex 2.**
- Although most of the ILR fields are not required for the purposes of the Lifelong Learning Account, providers are asked to upload the entire ILR file to avoid them having to create a separate file to a different specification
- The following process must to be followed:
  - a. Log on to your Provider Gateway
  - b. Go to the Document Exchange
  - c. Select 'Document List'
  - d. Select 'Lifelong Learning Accounts'
  - e. Select '**SA - ILR**'
  - f. Now upload the required ILR batch file
- The Lifelong Learning Account system will read the ILR file from Document Exchange and process the file. The general validation needed for the Lifelong Learning Account (postcode, DOB, first name and surname) and entitlement validation processes (below age, invalid UK postcode) are then performed. All new valid records will be inserted into the Skills Funding Agency Lifelong Learning Account database or if a record already exists, it will be updated. If records are invalid they will be returned to providers to make amendments.

### Respond to Learner Enquiries:

Inform learner of support facilities and customer helpline as appropriate. To log an issue or query or to provide feedback, please refer to your Skills Funding Agency contact.

### Update the Course Directory:

It is essential that all providers ensure that their course information is accurate and actively maintained. By ensuring that this information is as complete as possible, learners will be able to accurately search for relevant courses offered by all providers.

### Data Protection:

As a data controller registered with the UK Information Commissioner, the Skills Funding Agency can assure individuals that the personal details provided will only be used by the Skills Funding Agency. The Lifelong Learning Account system meets existing data protection requirements. When individuals register for a Lifelong Learning Account they will receive detailed information about how their details will be stored and used.

Personal information will not be passed to organisations for sales or marketing purposes. Account holders may be contacted on behalf of the Lifelong Learning Account to monitor performance, improve quality or plan future provision of training and education.

### Marketing materials:

Lifelong Learning Account materials available for use by delivery partners for communicating with learners and awareness raising with staff can be found on the Skills Funding Agency website: <http://skillsfundingagency.bis.gov.uk/providers/logoanddesignguide/nextstep/>

### Further Information

If you are opening an account on behalf of an individual, please contact:

- Telephone (general assistance) - 0800 100 900
- Telephone (technical assistance) - 0800 496 4665
- Typetalk - 18001 0800 100 900
- Minicom - 08000 568 865

Any other problems should be directed to your Skills Funding Agency contact.

## Annex 1 - Monthly Timeline Return

The timescales for the monthly batch returns are as follows:

1 <sup>st</sup> Fri of the month	2 <sup>nd</sup> Fri of the month	3 <sup>rd</sup> Fri of the month	4 <sup>th</sup> Fri of the month
London North & East	South Coast	Thames Valley	Yorkshire & Humber
London South & West	South East	Central Eastern	North East
	South West	East Midlands	LCL (Liverpool, Cumbria & Lancashire)
		West Midlands	MCWS (Manchester, Cheshire, Warrington & Staffordshire )

## Annex 2 - ILR Fields

The ILR fields that must be completed for registration of a Lifelong Learning Account are as follows:

ILR Field No.	Field Name	Field Length	Field type
L01	Provider Number	6	Numeric
L03	Learner reference number	12	alphanumeric
L09	Learner surname/family name	20	alphabetic
L10	Learner forenames	40	alphabetic
L11	Date of birth	8	date
L13	Sex	1	alphabetic
L17	Home postcode	8	alphanumeric
L18	Address line 1	30	alphanumeric
L19	Address line 2	30	alphanumeric
L20	Address line 3	30	alphanumeric
L23	Telephone number	15	alphanumeric
L24	Country of domicile	2	alphabetic
L40a	National learner monitoring	2	numeric
L45	Unique learner number	10	numeric
L46	UK provider reference number	8	numeric

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