The Learner Assessment and Payment System (laps)

An Introduction
laps – An Introduction

Agenda (AM)

09.00 – 09.30   Arrive and Registration
09.30 – 09.35   Welcome & Domestics
09.35 – 10.00   LSC Policy Update and intro to Capita
10.00 – 10.30   Overview of laps
10.30 – 10.45   Break / Refreshments
10.45 – 11.30   laps Walkthrough Part 1
11.30 – 11.45   Table Discussion 1
11.45 – 12.15   laps Walkthrough Part 2
12.15 – 12.25   Table Discussion 2
12.25 – 12.30   Final Q & A
12.30          Evaluation and Close (followed by lunch)
laps – An Introduction

Agenda (PM)

1.00 – 1.30  Arrive and Registration
1.30 – 1.35  Welcome & Domestics
1.35 – 2.00  LSC Policy Update and intro to Capita
2.00 – 2.30  Overview of laps
2.30 – 2.45  Break / Refreshments
2.45 – 3.30  laps Walkthrough Part 1
3.30 – 3.45  Table Discussion 1
3.45 – 4.15  laps Walkthrough Part 2
4.15 – 4.25  Table Discussion 2
4.25 – 4.30  Final Q & A
4.30    Evaluation and Close
Learner Assessment and Payment System (laps)

An Introduction

Objectives

• To update on changes to the Learner Support policies (EMA and ALG)

• To outline progress and plans for the Learner Support Service from Summer 09 onwards

• To walk through the Learner Assessment and Payment System (laps)

• To explain how the Learner Support Service will continue to support providers and administrators

• To share good practice with colleagues
Learner Support Policy Update – EMA and ALG

- Update on policy for EMA
  - EMA Guarantee
  - e2e Declaration has been removed

- Update on policy for ALG
  - Clarification on guidance
  - Amendments to application form

- Update on the Learner Support future delivery project over the last 12 months
EMA Guarantee

- EMA Learners from 08/09 were sent a "Letter of continuing Entitlement" in May
- The letter is effectively a NoE for 09/10
- The letter incorporates their EMA Agreement (formerly EMA Contract)
- Learner signs this with you at enrolment
- You add Learner to laps using their 08/09 EMA reference number (e.g. "MN" number) which laps will convert into a new standard Learner Support 12 digit number
- Learner is ready for Payment Decisions

e2e Variant Applications

- The e2e declaration is now on the Application Form
- Learning Provider completes
  - UPIN
  - Contact Number
  - Provider Name
  - Provider Post Code
- Entitlement for e2e only
- Learner will need to re-apply on progression
- Please encourage Income Assessed Application route
ALG Update

• No change to ALG policy for 2009/10
• Guidance amended in response to stakeholder feedback on:
  – Guided learning hours – 450 hours per academic year but any pattern of hours acceptable as long as total achieved
  – Residency – clarified to confirm that the NoE based on self declaration can be over-ridden if the provider knows eligibility is not met
• Application Form amended with new question for Learner to specify Learning Provider and course (if known)

Learner Support Service Update

Leading learning and skills
Learner Support Service Update

• Following a very difficult year in 2008, the Learner Support contract was transferred to Capita at the end of November 2008

• Capita and LSC signed a Strategic Partnering Agreement on the 18th March 2009 with the contract running through to 2013

• Capita have resolved a number of key problems, from telephony problems with the helpline, staff information and training, through to significantly improved speed and stability of the Interim Payment System

• Capita have delivered their first major milestone – the laps Application and Assessment process

• This provides the basis for successful delivery of the laps Payment System

Learner Support Update

2010 is about getting the functionality and capability across all schemes
Learner Support Update

Other schemes administered by Capita:

- Care to Learn (C2L)
- Free Childcare for Training and Learning For Work
- Sixth Form College Childcare (6FCC)
- Dance and Drama Awards (DaDa)
- Residential Support Scheme (RSS)

The Field Force

- Supporting Learning Providers and stakeholders on a regional basis
- Capturing your insight to continually improve the service
Overview of Learner Assessment and Payment System (laps)

What we will cover today...

- **Introducing laps** – How it works, some key terminology and how to navigate the screens
- **Site Administration** – Setting up laps to make Payments effectively
- **Learners** – Adding your Learners to make Payments effectively
- **Payments** – Making weekly Payments and Bonus Payments (EMA only)
- **Ongoing management** – amending Payment Decisions, back pay and other ad-hoc changes
Introducing laps

Objectives

• You will have an understanding of the laps functionality as a total Assessment and Payment System

• You will be introduced to some payment screens

• You will have an understanding of some key terminology

• You will be clear how you will access laps when it goes live in the summer

laps is...

• The Learner Assessment and Payment System

• A web-based system based on EMASYS, hosted by Capita for the LSC

• A replacement of the Interim Learning Provider Portal that has been in use during the 2008/09 EMA and ALG year

• For 3Pi users, laps will continue to operate with accredited suppliers and interfaces
• Last year, the scanning and data capture did not happen, which led to manual assessments, poor information for helpline, and ultimately an interim system

• We are returning to a system based on EMASYS for 09/10

• laps is one system covering all stages from Application to Payment

• We went live successfully with the first phase of laps on the 18th May 09 which means laps is now providing full processing of Applications

• The Payments side of laps will be released in August, however e2e and other starters prior to 28/8 will need to be added to the Interim Learning Provider Portal and will then be migrated into laps
Super User

- Every Learning Provider must have a Super User who will be the key laps administrator within your organisation
- Your Super User will set up and make changes to your organisation’s set up of laps
- Your Super User will be able to add, edit and remove Standard Users
- Your Super User will be able to create Locations
- Your Super User will be able to amend Term Dates and set up Study Patterns (academic year courses only)

Accessing laps

- You will nominate your Super User
- The Super User will receive their username and password from the Learner Support Service (LSS)
- They will need to change their password when they first log-in
- They will set up Standard Users
- The Standard User will also receive their username and password from Learner Support Service
- They will also need to change their password when they first log-in
Standard Users

- Standard Users will be able to add Learners and set up Groups
- Record Payment Decisions (both weekly Payments and Bonuses EMA)
- Amending Payment Decisions and Learner details (e.g. change of Group)
- Will administer Learners linked to the Locations to which they have been allocated by the Super User

Learning Providers Key Operational Stages

The key operational stages that you as Learning Providers will manage are:

- Site Administration
- Learners
- Payments
- Ad hoc and ongoing management of Learners and Payments
Site Administration

You will be introduced to:
- Checking Default Term dates (Academic Year Programmes only)
- Creating Study Patterns as required
- Creating Locations and Groups
- Creating and Editing Standard Users and linking them to Locations
Checking Default Term dates

• Check that the Default Term dates in laps are correct for your courses.

• This ensures that the Learners are presented for payment on the weeks they are in Learning and not for the weeks when they are not in Learning (e.g. Holidays).

• If you have Groups of Learners that follow different dates, you can set up Study Patterns to reflect their ‘start’ and ‘end’ dates.
Creating Study Patterns

• This is a date range that relates to a course or courses that do not conform to the Default Term dates

• They can be altered for Learners attending courses which extend beyond or fall short of the Default Term dates

• NB: these date ranges will dictate when Learners are presented for Payment Decisions
Creating Locations and Groups

Locations

• These are administrative areas or departments within your organisation. They are set up and amended by the Super User

• They may represent a site, campus, house or some other division

• Within each Location are Group(s)

Groups

• These are Tutor Groups or other forms of registration or attendance monitoring Groups. Learners are presented to you for Payment Decision in Groups

Use Locations and Groups to reflect the way you monitor and record attendance...
Creating Locations and Groups

Use Locations and Groups to reflect the way you monitor and record attendance...

Learning Provider

- Location
  - Group
- Location
  - Group
- Location
  - Group

Creating Locations and Groups

<table>
<thead>
<tr>
<th>My Profile</th>
<th>Site Admin</th>
<th>Learners</th>
<th>Payments</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site Details</td>
<td>Edit Site Details</td>
<td>Add Users</td>
<td>Edit Users</td>
<td>Study Patterns</td>
</tr>
</tbody>
</table>

Current user:
- Anthony Holland
- Sup: Log out

Last 5 Learners:
- Abby Smith
- Andrea Japa
- Billy Pimper
- Steve McPhee
- Sam Collins

Site Admin: Locations

New Location

- Location Name: Enter new location name here

Location List

- Location
  - Location: Add Location

- Location: Add Location
- Location: Add Location
- Location: Add Location

Help
- New Location
- Location List
- Edit Location

Training material
- laps Operating Manual
- Getting Started
- Training laps details
- laps FAQs
- User Guide
- Glossary of Terms
Creating and Editing Standard Users

- You will need to select the Site Admin tab > Add User
- Enter details for a User
- Link the User to Location(s) - this will limit their access to those Learners linked to that Location
- Edit User details or change their linked Locations
- Reset User’s password if required
- Remove Users or reinstate Users as required
- You will need to complete the name and contact details for the new User

NB: An email address is required to forward the system generated password to the new User. If the new User does not have an email account then the login details will be sent to the Super User
Creating and Editing Standard Users

Site Admin: Add User

Current user
- Anthony Holland
- Log out

Last 5 Learners
- Abby Smith
- Andreea Lipa
- Billy Rainier
- Steve McPherson
- Sam Collins

Help
- Add User

Training material
- Laps Operating Manual
- Getting Started
- Training laps Details
- Laps FAQ's
- Laps User Roles
- Glossary of Terms
- Laps Scheme Overview

Site Admin: Add User

Add User

Title:  
Forename(s):  
Surname:  
Telephone:  
Email:  
Location:  

- Coventry
- Derby
- Nottingham
- Sheffield

Add User

Confirmation
You have successfully created a new user with the username ZoeGreatbach. The new user's password has been sent to their email account.

Name User: ZoeGreatbach
Title:  
Forename(s):  
Surname:  
Telephone:  01234 567890
Email:  z.greatbach@email.co.uk
Location:  Derby
Site Administration Review

In this section we have learnt how to:

- Check Default Term dates (Academic Year Programmes only)
- Create Study Patterns as required
- Create Locations and Groups
- Create and Edit Standard Users and link them to Locations
Gathering Information on Learners

• Confirm which EMA or ALG year they are registering for

• Confirm the Programme of Study (PoS) that they will be attending

• Identify the Location they will be in

• Identify the Group to which they are assigned

Adding Learners

• New Learners (EMA and ALG) will be issued with a “Notice of Entitlement” (NoE)

• For EMA Guarantee Learners this is a “Letter of Continuing Entitlement”

• Add them to laps using the reference number on the Agreement attached to either of the above

• laps will convert this reference into a standardised “laps number”
The process for adding Learners to laps is initiated by linking each Learner to the relevant Programme of Study (PoS):

- Adult Learning Grant (ALG)
- Further Education (FE)
- Entry to Employment (e2e)
- Programme – Led Apprenticeships (PLA)
- FE Short Course
Finding a Learner

This allows you to check the details of individual Learners

• You can find a Learner by:
  – The laps number
  – Internal Provider ID number

Or:

  – Name
  – Location
  – Group
  – Programme of Study

Managing Learners

You can view or amend the following information:

• Learner details

• A mini statement of Payment Decisions

• Back Payments

• Amend enrolment records (e.g. New Location or Group)

• Bonus Payments (EMA only)
Bulk Change

You can Bulk Change the following:

• Learners' Group
• Learners’ Location
• Confirmation that Learning Agreements have been agreed
• Confirmation of the initial Flexible Bonus (EMA e2e, PLA and FE Short Courses Only)

Manage Extensions

EMA e2e, PLA and FE Short Courses

• Extend the dates for the course a Learner is attending
• Designed to help you prompt Learners who will “overrun” and may need to make a fresh EMA Application
This provides summary information for each Learner on Bonus Payments as follows:

- The status of the Learner’s Bonuses for Learners on Academic Year Programmes
- The status of Flexible Bonus Payments and the dates of any Payments made to the Learner’s Bank Account
- “No” Decisions are marked in red
Learners Review

In this session we have learnt how to:

- Add Learners to laps
- Find Learners and
- Manage Learners
Weekly Payments

- Make or receive weekly Payment Decisions
- Sort Payment Decisions by Locations and Groups (or Programme of Study if applicable)
- Navigate to relevant Location and Group
- Tick “Yes”, “No” or temporarily leave “Not Set” for each Learner
- Submit and confirm Payment instructions

Bonus Payments (EMA only)

- Adding the Learner to the correct Programme of Study will automatically prompt you for the relevant bonus decision
- Make the Payment Decision through the weekly payment screen
- Submit and confirm Payment Decisions

Regular Bonus (EMA Academic Year)

- Learners in receipt of EMA weekly attendance allowance are eligible for FE Regular Bonus Payments in January and July if they satisfy the relevant conditions
- A Learning Agreement (formerly the EMA Contract) needs to be agreed and this recorded on laps
Flexible Bonus (EMA e2e, PLA, FE Short Courses)

- Entry to Employment/Programme-Led Apprenticeships bonuses are not triggered by calendar dates.
- They are awarded at intervals agreed with the Learner to support achievement of their Learning goals.
- You set up this Bonus frequency when you add Learners to pay a Flexible Bonus.
- Set decisions for Bonus Payments on a weekly basis alongside the Weekly EMA payment (to accrue the Bonus).
- laps will pay the Bonus automatically according to the schedule set up for each Learner, but the Decision should be recorded as “yes” or “no” each week.
- You have the option to select “All” Learners then identify those for whom you want to change the decision before confirming your Decisions.
### Payments: Payment Reports

If you wish to print this report please ensure your Page Set up is set to landscape.

Payment Reports for Period 01/01/2009 to 01/05/2009
Location: Derby | Group: Group 1 | Type: Weeks | Decision Types: ALL

<table>
<thead>
<tr>
<th>Week</th>
<th>Programme</th>
<th>Laps Number</th>
<th>Surname, Forename</th>
<th>ID</th>
<th>Decision</th>
<th>EOE</th>
<th>Decision Date</th>
<th>Entered By</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/09</td>
<td>e000012345087</td>
<td>Cunningham, Ritchie</td>
<td>07413000</td>
<td>No</td>
<td>Left</td>
<td>01/05/09</td>
<td>Anthony Holland</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/01/09</td>
<td>e000012345088</td>
<td>Denton, Richard</td>
<td>07423000</td>
<td>No</td>
<td>Left</td>
<td>01/05/09</td>
<td>Anthony Holland</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/01/09</td>
<td>e000012345089</td>
<td>Frank, Simon</td>
<td>07433000</td>
<td>Yes</td>
<td>Right</td>
<td>01/05/09</td>
<td>Anthony Holland</td>
<td></td>
<td></td>
</tr>
<tr>
<td>02/01/09</td>
<td>e000012345090</td>
<td>Lipe, Andrea</td>
<td>07443000</td>
<td>No</td>
<td>Left</td>
<td>01/05/09</td>
<td>Anthony Holland</td>
<td></td>
<td></td>
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<tr>
<td>02/01/09</td>
<td>e000012345091</td>
<td>Mathews, Steve</td>
<td>07453000</td>
<td>Yes</td>
<td>Right</td>
<td>01/05/09</td>
<td>Anthony Holland</td>
<td></td>
<td></td>
</tr>
<tr>
<td>03/02/09</td>
<td>e000012345092</td>
<td>McGhee, Wally</td>
<td>07463000</td>
<td>Yes</td>
<td>Right</td>
<td>01/05/09</td>
<td>Anthony Holland</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Quick Pay

- It is accessed through one of two routes. Either directly from your login or the Payments Tab > Quick Pay

- Saves time for Learning Providers with smaller numbers of Learners

- It “searches” laps for all your current week’s Payment Decisions – across all Locations and Groups

- Larger Learning Providers are not advised to routinely use Quick Pay due to the potential volume of learner payment data that may be generated

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### Meas {Weekly Payments}

<table>
<thead>
<tr>
<th>Laps Number</th>
<th>Programme</th>
<th>Status</th>
<th>Learner Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>00001234567</td>
<td>PE</td>
<td>Yes</td>
<td>Bough, Smith</td>
</tr>
<tr>
<td>00001234568</td>
<td>PE</td>
<td>Yes</td>
<td>Bough, Smith</td>
</tr>
<tr>
<td>00001234569</td>
<td>PE</td>
<td>Yes</td>
<td>Bough, Smith</td>
</tr>
<tr>
<td>00001234570</td>
<td>PE</td>
<td>Yes</td>
<td>Bough, Smith</td>
</tr>
</tbody>
</table>

**Learner Notes:**

- **Bough, Smith:** Status: Yes, No NS
- **Learner Notes:**
  - Status: Yes, No NS
  - Status: Yes, No NS
Payments Review

In this section we have learnt how to:

- Make Weekly Payment Decisions
- Make Bonus Payment Decisions
- Produce Payment Reports
- Use the Quick Pay functionality
Ongoing Management – Bulk Change

- Bulk Change allows you to make changes to Learners’ Locations, Groups and to Learning Agreements.

- You can apply a change to a whole Group and then change individuals within a Group on a case by case basis.

- Select the Programme of Study drop down option to identify your Bulk Changes.

- Then identify the Location or Group that you want to change and use drop down boxes to amend to a new Location or Group.
Making Back Payments

• Making a delayed or deferred Payment Decision
• Changing a decision from a “No” to a “Yes” or vice-versa

Scenario:

• A Learner presents you with a NOE part-way through their programme and therefore the entitlement date shown on laps is earlier than current week
• This will re-open any closed payment weeks to enable you to Back Pay that Learner
• As you confirm these Payments the weeks will re-close
Making Back Payments

End of Learning (EOL)

- Normally only needs to be completed if the Learner leaves before the planned end of their Programme

- This removes the Learner from being displayed for Payment Decisions, and will allow another Learning Provider to add and pay the Learner if required

- Record the date the Learner left which must match the last recorded payment week

- Select a reason for the EOL and add a short note with relevant information
End of Learning (EOL) Extensions (EMA e2e, PLA only)

- Use the Learners Tab > Manage Extensions function to select and list a Group of e2e or PLA Learners
- The screen highlights in amber any Learner who is on an extension and whose Programme of Study ends within 4 weeks
- Amend the POS End Date and submit
- If a Learner is likely to continue their Programme past the end of the maximum extension permitted they will need to complete a new Application Form for EMA
- Use “Manage Extensions” to help you identify any or all Learners that should be reminded and encouraged to make a new Application
Ongoing Management Review

In this section we have learnt how to:

• Carry out Bulk Changes on laps
• Make Back Payments
• Use “End of Learning” (EOL) and extensions to ensure Payments are made accurately
• Manage Extensions (EMA e2e, PLA only)

Sources of Support
Communications and updates

We will keep you informed about laps using the following tools:

• Monthly e-bulletins
• Latest News on Home Page of laps
• All User emails

To access policy information and LSC Guidance for Learning Providers select the relevant links on laps or go to:

www.lsc.gov.uk/providers/moneytolearn/

The elearning package

• A tutorial on laps, with a consistent look and feel to this presentation
• Covers more detail of laps operation
• Looks at some typical scenarios and gives practical advice
• Will be accessible through the Learning Provider Portal
• Ideal for new Users
### Contact Information

<table>
<thead>
<tr>
<th>Service</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Helpline</td>
<td>Learning Provider Helpline: 0845 600 79 79</td>
</tr>
<tr>
<td>Mon-Fri, 7am-8pm Normal Working Hours</td>
<td>Learner Helpline: 0800 121 89 89</td>
</tr>
<tr>
<td>Website 24hrs</td>
<td><a href="http://www.lsc.gov.uk/Providers/moneytolearn">www.lsc.gov.uk/Providers/moneytolearn</a></td>
</tr>
<tr>
<td>Field Force Team</td>
<td>Contact your Regional Field Force Team Member</td>
</tr>
</tbody>
</table>