Interim LPP Hints and Tips

Last Updated: 29 October 2008

End of Learning

Users can now complete end of learning for any learner who has left their organisation, in order to complete this process the user must ensure that all payment decisions are completed up to and including the date that learning ended. Please note that even if the learner did not attend, a ‘no’ decision will still need to be recorded in order to action the end of learning task.

Figure 1: No decision recorded for learner
Once the outstanding payment decisions have been made, end of learning can be actioned by accessing the ‘Record EOL’ tab, to locate the learner use the Learner filter (see figure 3 overleaf).

Figure 2: Decision submitted successfully

Figure 3: ‘Record end of learning’ screen
When the correct learner details have been located, complete the ‘EOL week’ field - as previously mentioned this **must** match the last recorded payment week, then select a reason for ending the learning and add a short note detailing any relevant information before selecting the ‘submit’ button.

Once completed a message detailing that the action has been successful will be displayed (see figure 4 below), the learner can be registered with a new provider from anytime on or after the following payment week i.e. if an end of learning is completed on 01/09/08, the learner will be able to be registered with a new provider from w/c 08/09/08.

![Figure 4: Success message displayed when EOL is completed](image)

If all of the payment weeks have not been completed to the required end of learning week, the learner details will be highlighted pink and an error message displayed. To resolve the error, ensure that all relevant decisions are made up to and including the week that end of learning is required.

**End of Learning: Seeing previous payment decisions for learners once end of learning has been completed.**

Users are able to see the payment decisions for someone who has had their learning ended, in order to do this,

1. Access the ‘record attendance’ tab
2. Leave all of the other filters set to ‘all’ and locate the relevant learner from the learner list.
3. Check the ‘show previously submitted’ box (as circled below) and click ‘select’.
4. All previously submitted decisions will now be displayed as shown below.
Figure 5: Previous payment decisions displayed for learner where end of learning has been submitted.

If the 'show previously submitted' box is not checked, no result will be displayed as shown below.

Figure 6: Nil result presented for the same search criteria when 'show previously submitted' box is not selected.
Users can improve performance on the payment screen by maximising use of the relevant filters. For example by selecting just one payment week rather than ‘all’ users will reduce the data flow, which will increase the speed of processing. This principle applies to all of the filters therefore if a user selects one payment week e.g. w/c 20/10/2008, then one location (rather than all) followed by one group, they will find the system will respond quicker.

Figure 7: Record attendance page filtered by week alone returns a result of 4 pages (circled above)

By adding additional search criteria, such as the Scheme and Programme and Location, the number of results will be reduced – see figure 8 below.
Figure 8 – by adding a second filter criterion, number of returns is reduced to 11 returns

Essentially the more criteria used, the fewer the number of results as the system is pulling less data from the provider records.

![Figure 9: Search using 4 criteria returns 3 results for the same learner group as in figure 7.](image)

**Back Payments**

To make back payments it is best practice to make all of the decisions for each learner on an individual basis using the filtering method described above but by selecting the learner column, once again this will reduce data flows and will increase the speed of processing.

**Payments**

It is prudent to check that the details on page 1 of the learners NOE actually match the information of the learner’s bank account, it is worth checking both the sort code, account number and where appropriate roll / reference number match. If an error is spotted, the learner should be advised to contact the learner helpline directly on 0800 121 8989

To check if a payment has been made, go to the payment screen and locate the relevant learner, if the payment ‘Yes/No’ is greyed out and the ‘Payment Reference’ column is populated – this means a payment has been generated and in the majority of cases the money will be in the learner’s account within 3 working days.
Figure 10: Learner record showing allocated payments

If the learner still does not have the money after these checks and this period of time has elapsed, then they should contact the learner helpline directly on 0800 121 8989 – Please note the provider helpline cannot advise on this issue, they will only be able to redirect callers to the learner helpline.

When making payments the payment confirmation shows green even if it’s a ‘no’ pay decision – Green highlighting confirms a decision either way (Yes or No), please be aware that this is a change from previous systems and that green has now become a generic confirmation colour.

**Time Outs**

If a user experiences a time out, they should always select the ‘log out’ tab in the left hand navigation bar – please see image below, this will enable them to log straight back in, as even though their session has timed out the link to the server is still active and as such this makes the system believe that they are still logged in.

![Image of the Logout tab](image)

Figure 11: The Logout tab

It is always important to follow the instructions on any red error messages that are displayed. With time out errors, the system will prompt the user to close their web browser and then re-launch the browser. This will allow the user to log back in, and by following this advice, speed up their processing time.

Please note the system will time out if the application has been inactive for 20 minutes.

**Sorting Fields**
Where columns on the system have blue headings, this indicates that these fields can be sorted in ascending or descending order. For example on the payment screen the user can sort learner’s names into alphabetical order by either forename or as shown below, surname.

<table>
<thead>
<tr>
<th>Scheme And Programme</th>
<th>Location</th>
<th>Group</th>
<th>Surname</th>
<th>First Name</th>
<th>Week Comm</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMA FE</td>
<td>Godiva Group</td>
<td>A test</td>
<td>NICKERSON</td>
<td>ALAN</td>
<td>13/10/2008</td>
</tr>
<tr>
<td>EMA FE</td>
<td>Godiva Group</td>
<td>A test</td>
<td>REDDICK</td>
<td>JASON</td>
<td>13/10/2008</td>
</tr>
<tr>
<td>EMA FE</td>
<td>Godiva Group</td>
<td>A test</td>
<td>WILSON</td>
<td>EDDE</td>
<td>13/10/2008</td>
</tr>
</tbody>
</table>

Figure 12: Column headers displayed ‘blue’ allow filtering of the details contained in the relevant column

**Locations and Groups**

In general it is best practice to have manageable sized locations and groups, we would advise a maximum of 30-40 learners per group. By doing this and using the filtering process described above the user can make payments more efficiently.

**User ID’s, Passwords, and email addresses**

Users can change all of the above criteria by logging in with their original user ID and password, then entering the ‘My Account’ function on the left hand side of the screen. The screen that is presented contains onscreen instructions to change the relevant data fields however, if the user has any queries, they can contact the learning provider helpline for further advice.
Adding additional users: The process to add additional users remains unchanged; providers will still need to contact the learning provider helpline.

Summary of previous hints and tips

1. Allocate learners to locations and groups during the registration process to make it easier to find them when recording attendance;

2. Check that the “Enabled” button is ticked when creating or editing study patterns. If you don’t tick the ‘enabled’ box the otherwise the study pattern will not appear in the drop down list for selection when registering your learners. This button is automatically set to enabled so you are only required to un-tick the button if you want to remove the study pattern from the drop-down selection on the Registration page;

3. Select a Monday week commencing date when specifying the start and end dates for study patterns and programmes of study;

4. Register attendance and make bonus payments more quickly by doing them in bulk. Select the ‘set attendance all to’ button on the bottom left of the Record Attendance to change all learners in the selected list to “Yes” or “No”. You can then edit the exceptions individually and amend decisions where appropriate. This functionality is available and can be used today;
5. Select the ‘Learner Report’ tab to view a list of all learners registered with you;

6. And finally, remember that three failed attempts to login to the Interim LPP will result in your login being disabled; you will need to contact the helpline on 0845 600 7979 to re-enable your account.