

Learning Provider Portal – October 2014 Bulletin

This bulletin is for the attention of Learning Provider administrators for 24+Advanced Learning Loans.

The following two system changes will be live on Monday 27th October;

- **Current Payment Schedule and Attendance Export-** The Learning Provider Portal has been updated with an enhancement to allow this schedule to be exported via XML or CSV for a number of learners. Previously this was only available on screen on an individual learner basis.

A Quick Guide for this change is available on the LP Portal Website;

<http://www.lpservices.slc.co.uk/support-materials-and-resources/quick-guides.aspx>

The User Guide has been updated accordingly.

- **Learner Online Change of Circumstance** - A change has been made to the Customer Portal to allow learners who have approved paper applications, to perform online Change of Circumstances themselves via the Customer Portal. This functionality was previously only available to online applications. Please note, this is an additional option for learners to supply a Change of Circumstances, however there have been no changes made to the types of Changes of Circumstances learners can submit. Please encourage learners to utilise this facility where necessary.

Please note, we are aware of a defect within the LP Portal whereby, when attempting to search for a user in the 'Maintain Groups' section of the LP Portal, the results displayed are not being filtered correctly and all users are appearing on screen. As a workaround, the required user(s) can be selected from the results screen. This issue is due to be resolved in November and there is no need to report this issue to us. We will issue a further bulletin when this has been resolved.