



Learning Provider Portal Quick Guide

LP Administrative Requirements

Learning Providers are required to meet a number of administrative requirements in order to administer loans correctly and effectively. The details you need to check are;

- **Learner information is correct at application**
 - Check all sections of the Detailed Learner Information screen to ensure the learner has applied in accordance with your expectations
 - Please refer to section 9 of the User Guide for more information
- **Adding the Unique Learner Number**
 - This is mandatory, and you will not be able to confirm attendance (and receive payments) for learners without a ULN
 - Please refer to section 12.2 of the User Guide for more information
- **Adding other key identification reference numbers**
 - Users have the option to assign references to learner applications to help organise learner data with references that are specific to the Learning Providers needs; *Additional Learner Reference Number*, *Course Trainer* and *Course Location*
 - Please refer to section 12.3 of the User Guide for more information
- **Learner information is correct before attendance confirmed**
 - On the Attendance Worklist, the learners name is a hyperlink that will open the Detailed Learner Information screen for you to review the Learning Aim Details under the Assessment Information section
 - If learners details are not correct, submitting 'Not in Attendance' will;
 - If initial attendance – cancel application
 - If subsequent attendance –move application to CoC Worklist for CoC Administrator to advise why learner is not in attendance via the appropriate CoC type
 - Please refer to section 15 of the User Guide for more information

- **The Attendance Worklist for any outstanding attendance confirmations**
 - The following message will be displayed on the Attendance Home screen if there are any outstanding learners awaiting an attendance confirmation “You have learners who require an attendance confirmation”
 - If an attendance confirmation is required for a learner, the learner will automatically be added to the worklist. There is no need to manually keep track of when confirmations are required
- **Performing necessary Change of Circumstances (CoCs)**
 - CoC Administrators can submit CoCs for individual learners via the Detailed Learner Information screen
 - CoCs can be submitted for individual and multiple learners via the Create CoC tab in CoC Home
 - CoCs can be submitted using the Bulk Import in CoC Home
 - Check the CoC Worklist for any applications that have been confirmed as ‘Not in Attendance’
 - Please refer to section 13 of the User Guide for more information on submitting CoCs