



# Diploma Learner Tracking FAQs





## Index of FAQs

### Creating an account

Page 4

I am a centre user. How do I create an account?

I am a non centre user. How do I create an account?

I am a centre user. How do I allocate permissions to non centre users?

### What can I do?

Page 5

How do I view learner data?

What is Diploma Learner Overview?

What is Diploma Learner Detail?

What is the Individual Learner Record?

### Understanding the status flags

Page 6/7

### Common questions

Page 8/9

How do I amend the anticipated award date?

How do I filter my cohort?

How do I add non-Edexcel qualifications to Learner Tracking?

How often is Learner Tracking data updated?

How can I view learner results?

Can I amend a learner's details?

How do I submit centre marks?

What does ASL % complete mean?

Why does Learner Tracking show my ASL as 50% complete but doesn't show any entries?

### Common problems

Page 10/11

I cannot see any learner data

I can't see any data for my non-Edexcel CAB component

A result is not showing on a component

Some learner details are incorrect

I don't understand the status flags for ASL



## Learner Tracking FAQs

### What is Learner Tracking?

Learner Tracking is a free online service that highlights the potential issues that may prevent a Diploma from aggregating successfully. It enables centres to get an overview of their Edexcel DAB learner's component entries, clearly identifying where there are associated issues, and gives advice on how to resolve those issues.

### How do I start?

Log on to Learner Tracking at <https://learnertracking.edexcel.com>

#### I am a centre user. How do I create an account?

Existing Edexcel Online users can login to Learner Tracking using their Edexcel Online username and password.

#### I am a non centre user. How do I create an account?

Non centre users such as Consortium Managers and LEAs can register an account via the Learner Tracking website. Once an account has been created, non centre users will be able to login to the Learner Tracking website but they will not be able to access any data until allocated permissions by the centre user. Please contact the centre and ask them to give you viewer permissions.

#### I am a centre user. How do I allocate permissions to non centre users?

Centre users can allocate viewer or administrator permissions to non centre users by clicking on Manage Users and following the onscreen instructions.



## What can I do?

### How do I view a learner's data?

There are three different starting points to viewing a learner's data.

- To see a status overview of all Edexcel DAB learners in your centre, click on Diploma Learner Overview.
- To see a 'shopping list' of all the administrative issues we've found for each Edexcel DAB learner, click on Diploma Learner Detail.
- To see the Individual Learner Record for one Edexcel DAB learner in particular, click on Search Learner.

### What is Diploma Learner Overview?

Diploma Learner Overview shows you all of your Edexcel DAB learners and flags any issues by component area. You can filter this search by line of learning, level, centre and award date using the criteria at the top of the page. You can drill down in to more detail by clicking on a highlighted ULN - this will take you to the Individual Learner Record.

### What is Diploma Learner Detail?







Diploma Learner Detail provides the user with a detailed 'shopping list' of all the administrative problems we have found for each learner on each element of each component. It can be used to see why certain statuses have been flagged and, by filtering out all the components that are ready for aggregation, it helps you to quickly identify where action still needs to be taken for each learner. As with Diploma Learner Overview, you can filter this search by line of learning, level, centre and award date using the criteria at the top of the page. You can drill down in to more detail by clicking on a ULN - this will take you to the Individual Learner Record.

### What is the Individual Learner Record?

The Individual Learner Record allows the user to review all qualification data associated with a learner as well as see a forensic review of each component and a checklist of actions that may need to be taken to resolve any issues. It can be accessed from both Diploma Learner Overview and Diploma Learner Detail by clicking on a learner ULN. On this screen the centre user is also able to input an Award Date for each learner. This allows users to filter out any learners not finishing in a given period and focus only on the urgent administration. For any learners registered with us in 2008 we have automatically set this date to summer 2010 but centre users can amend this or replace blank dates for learners on one year programmes.

## Understanding the status flags








### Entry status flags

Flag	Description	Action
	The component is complete on the DAS and is ready for aggregation	You don't need to do anything
	Eligible entries found which are valid for the component and Diploma	All necessary entry administration has taken place. You don't need to do anything for the time being
	Ineligible entries found which are valid for the component and Diploma	A cash in has submitted but there may be missing unit entries. Make the unit entries via Edexcel Online or EDI, ensuring that a valid ULN is attached
	Entries are missing or are invalid for the component and Diploma	<p>Either the cash in is missing or nothing has been found for the component. Make the cash in in the normal way via Edexcel Online or EDI, ensuring that a valid ULN is attached</p> <p>If the component is being taken with a different CAB, use the Manage Non-Edexcel Qualifications to update the status on Learner Tracking</p>
	The component is being taken with a different awarding body	You have identified that the component is being taken with a different CAB. You don't need to do anything else with Edexcel but we do recommend you confirm with the CAB that all administrative requirements have been met
	Learner Tracking is unable to determine the validity of the component	<p>This should only flag against ASL qualifications. Use the QCDA Validator to check that the qualification is valid for the ASL component of a given Diploma</p> <p>If this flag appears against other components then it means that the entry has only just been received and the status will be calculated overnight</p>



## Understanding the status flags

### Assessment status flags

Flag	Description	Action
	GQ - Centre marks submitted and the component is pending assessment VQ - Centre has been verified and qualification has been claimed	All necessary administration has taken place. You don't need to do anything for the time being
	GQ - Centre marks not yet submitted, mark submission window is open VQ - Centre has been verified but certification has not yet been claimed	GQ - The centre that made the entries needs to submit centre marks for one or more units before the deadline indicated on the Individual Learner Record VQ - Make a certification claim before Diploma aggregation takes place via Edexcel Online, the SRF or EDIFACT. For summer 2010 all claims must be made before 5 July
	GQ - Centre marks not yet submitted, mark submission deadline passed VQ - Centre has not yet had verification confirmed	GQ - The centre that made the entries needs to contact Edexcel urgently and submit centre marks for one or more units. Failure to do so may result in the learner being marked as absent for the unit VQ - There may be an administrative issue outstanding that needs to be addressed to resolve this status. If you believe your verification has been confirmed please contact your usual BTEC support officer for guidance
	Centre marks not yet submitted, mark submission window not yet open	You don't need to do anything until the mark submission window opens on the date indicated in the Individual Learner Record
	Functional Skills component has been passed	The result will be posted to the DAS. Therefore if this does not change to  on Diploma Learner Overview there may be a problem with the ULN and you should contact us
	Functional Skills component has been failed	As Functional Skills is a hurdle for achieving the Diploma, this component must be passed in order for aggregation to take place. Make cash in and unit entries in the usual way via Edexcel Online or EDI, ensuring that a valid ULN is attached



## Common questions

### How do I amend the anticipated award date?

The anticipated award date can be amended in the Individual Learner Record. It can be accessed from both Diploma Learner Overview and Diploma Learner Detail by clicking on a learner ULN, or directly through Search Learners. Once in the Individual Learner Record click 'edit' beside the anticipated award date and enter the preferred date.

### How do I filter my cohort?

You can filter any search by line of learning, level, centre and award date using the criteria at the top of the page. All displayed data is then configurable by learner, status, number of problems found etc by clicking on each column heading.

### How do I add non-Edexcel qualifications to Learner Tracking?

There are two ways you can do this - either by bulk upload on the Manage non-Edexcel Qualifications page or on the Individual Learner Record page. On either page simply follow the onscreen instructions and enter the Qualification Accreditation Number (QAN) for the chosen qualification. If you don't know the QAN, you can search for it by clicking on the link to the National Database of Accredited Qualifications (NDAQ).

### How often is Learner Tracking data updated?

The Individual Learner Record is collated in real time and the Diploma Learner Overview is updated overnight. Therefore any amendments made to the data won't be reflected in the Overview until the following day.

### How can I view learner results?

Component unit and cash in grades are shown on the Individual Learner Record. Points scores and the equivalent Diploma grade are shown on both Diploma Learner Detail and the Individual Learner Record.

### What is the estimated Diploma grade?

The points and grades shown in grey italics are estimates based on the points achieved so far. They are **not** an indication of the final Diploma grade but a way of measuring progress to date. You will only see a final grade here once all component results are complete and the DAS has successfully aggregated.

### Can I amend a learner's details?

The Learner Tracking tool provides a 'view' of a learner rather than interaction with their data therefore no core changes can be made using this service. If any learner details need to be changed, the centre who owns the data must change it directly using normal Edexcel amendment processes (Edexcel Online or EDI), ensuring that a valid ULN is attached. Within Learner Tracking a user with administrator permissions will be able to edit the anticipated award date and add any qualifications taken with other awarding bodies. A user with viewer permissions will not be able to amend any data on Learner Tracking unless granted administrator permissions by another user with administrator permissions.

### How do I submit centre marks?

Marks should be submitted using Edexcel Online or EDI by the centre that made the entry. On the homepage, select the qualification you wish to submit marks for. Next, from the menu on the left choose *Candidates* -> *Search by Course*, choose the units and the relevant examination session from the drop down menus and click on Next. You should now have a list of all the units you have entries for. Units which require centre marks are indicated with a paper icon. Clicking *Papers* and then *Coursework Marks* will take you to the screen on which you enter centre marks.



**Why can't Learner Tracking validate a given ASL?**

Learner Tracking does not have access to the full catalogue of approved ASL qualifications and is therefore unable to say whether or not a given ASL is valid for a given Diploma course. At present only the Diploma Validator on the QCDA website can do this. Learner Tracking users are encouraged to check that a proposed plan of study is acceptable for their chosen Diploma course.

**What does ASL % complete mean?**

This tells you what percentage of the ASL requirement is complete for a learner's Diploma ie how many GLH of the overall GLH requirement have been completed. ASL qualifications that have not yet been awarded and submitted to the DAS will not show as complete.

**Why does Learner Tracking show my ASL as 50% complete but doesn't show any entries?**

Where an ASL component has already been awarded and submitted to the DAS, the percentage completion will be shown. This information comes directly from the DAS. Non-Edexcel qualifications that have contributed to this percentage will not be shown on Learner Tracking unless added using the Manage non-Edexcel Qualifications function.



## Common problems

### **I cannot see any learner data (centre user)**

If you are a centre user and can't see any learners, or not the full list you expect, check to see if you have registered Edexcel as your DAB on the DAS. If you have and are still unable to see a given learner, there may be a problem with the ULN. Please contact your Edexcel Centre Support Officer.

### **I cannot see any learner data (non centre user)**

If you are a non centre user and can't see any learners, or not the full list you expect, you might not have permission to see this data. Only the centre that has made the DAB registration, via the DAS, has initial permission to see learner data. You must request permission from the centre user to see this data.

### **I can't see any data for my non-Edexcel CAB components**

Each CAB is independent therefore we are unable at this time to provide data for non-Edexcel CAB qualifications. We recommend that you contact your non-Edexcel CAB providers directly to ensure that there are no outstanding administrative issues that will prevent successful Diploma aggregation.

### **A result is not showing on a component**




Component results will only be shown after results have been published (ie on Results Day) with a valid ULN attached or if you have claimed prior achievement for the component. Components taken with non-Edexcel CABs can be added to Learner Tracking but we are unable to provide any of their result data for a learner. If the result has been published but is not showing on Learner Tracking please contact your Edexcel DAB centre support officer.

### **Some learner details are incorrect**




All component data and learner details come directly from both our Management Information System and the DAS. If any learner details are incorrect the centre who owns the data must change it directly using normal Edexcel amendment processes (Edexcel Online or EDI), ensuring that a valid ULN is attached.



## I don't understand the status flags for ASL

-  This flag indicates that the ASL component is 100% complete on the DAS.
-  This flag indicates that we don't know whether the ASL component is valid or not for this Diploma course. This flag will show against Edexcel general qualifications that have been entered with a valid ULN attached. This flag will also show unless the component is 100% complete on the DAS, or there are no ASL entries, or there is an Edexcel vocational qualification present in the ASL.
-  This flag indicates that we have not found any Edexcel ASL entries. If the ASL component is being taken with a different awarding body you can update Learner Tracking to reflect this using the Manage non-Edexcel Qualifications function. If you have made an Edexcel ASL entry and this isn't showing please check that a valid ULN was attached with the entry.

If the ASL component is a vocational qualification and has been taken with Edexcel we will be able to provide additional information on the status of that component:

-  This flag indicates that the ASL course has been verified (and all associated administration completed) and the qualification has been claimed and a result issued.
-  This flag indicates that the course has been verified (and all associated administration completed) but the qualification has not yet been claimed. You will need to claim the qualification before a Diploma award can be issued. For summer 2010 you will need to claim before **5 July** to ensure that the Diploma can aggregate on Results Day.
-  This flag indicates that a claim has been made but the course has not yet been verified. There may be an administrative issue outstanding that needs to be addressed to resolve this status. Please contact your usual BTEC support officer for more guidance.



## Contact us

For more information, email the Diploma Delivery team [diplomaops@edexcel.com](mailto:diplomaops@edexcel.com) or call 0207 1904223 to speak to one of our Diploma Centre Support Officers.

### NEW! Live online chat



You can now also contact the Diploma Delivery team directly using our live online chat service. Our Diploma Centre Support Officers are available during office hours to answer any queries you have regarding Learner Tracking or any other Diploma matter.