

## Data verification of the 2019-20 Individualised Learner Record (ILR)

1. As detailed in the Office for Students (OfS) publication ‘2019-20 data checking tools’ (OfS 2020.36, available at [www.officeforstudents.org.uk/publications/2019-20-data-checking-tools/](http://www.officeforstudents.org.uk/publications/2019-20-data-checking-tools/)), we expect providers to engage with the data verification process by reviewing queries raised on their data, and making any subsequent amendments to their data before the ILR submission deadline. This will help you ensure your provider’s data is accurate, and therefore also reduce the cost to you of correcting errors if required at a later date.
2. This document gives guidance on this verification process. You should read this before responding to your data verification queries.
3. Following the submission of your ILR XML file, a data verification queries file will be generated which can be downloaded from the ‘2019-20 ILR data verification’ group on the OfS portal.
4. You should review these queries and submit responses to them. The OfS will then review your responses and may ask for further clarifications or raise further queries. This is an iterative process and you may need to correct your ILR data.
5. If you have any queries about the process please contact [ilrverification@officeforstudents.org.uk](mailto:ilrverification@officeforstudents.org.uk).

### Accessing the data verification queries file

6. When you submit your ILR XML to the OfS portal, a data verification queries file is generated and can be downloaded from the ‘2019-20 ILR data verification’ group on the OfS portal. This is the Excel file ‘ILRDVQ2019\_100XXXXX.xlsx’ (where 100XXXXX is the UK Provider Reference Number (UKPRN) of your provider).
7. Open and save this file to a memorable location on your computer, ensuring to click ‘Enable editing’ on the yellow banner if it appears when you open the file.
8. The file consists of three tabs:
  - a. **Information** – Information regarding the submission for your provider.
  - b. **Outstanding queries** – A list of queries that you are expected to review and respond to.
  - c. **Closed queries** – Once you have responded to queries and the OfS is currently satisfied with the responses, the queries will be closed and will be displayed in this tab.

## Reviewing and responding to the queries raised

9. The current queries that you will need to review are displayed in the 'Outstanding queries' tab.
10. Firstly, please complete your email address in cell E7. This is the email address we will use to notify you when we have reviewed your responses.
11. This worksheet will contain a list of queries for you to review. You should write a response to each query in the 'Response' column. Your responses should explain the reasoning for the issue that has been detailed in the query.
12. Once you have completed the responses for each query raised, you will need to upload the file to the '2019-20 ILR data verification' group on the OfS portal.

## Resubmitting your ILR data

13. When reviewing the queries regarding your data, you may identify errors in your ILR data. If this is the case:
  - a. Do not continue to respond to queries in the current data verification queries file.
  - b. Correct the errors in your ILR and resubmit your XML to the data checking tool.
  - c. New data verification queries will be updated using the revised XML you have just submitted, and they will be available to download from the '2019-20 ILR data verification' group on the OfS portal. You should then review these queries in the same way as described above.

## Submitting the responses

14. Once you have added your responses to the Excel file, you will need to upload it to the '2019-20 ILR data verification' group on the OfS portal.
15. The file you submit can have any naming convention for its file name but it must contain your provider's UKPRN.
16. You should submit the responses as follows:
  - a. Click on the 'Upload' button within the '2019-20 ILR data verification' group on the OfS portal.
  - b. Browse for the file with your completed responses which is saved in your memorable location.
  - c. Click 'Upload'.
  - d. The file may take some time to upload if the portal is busy. The page will automatically refresh to show whether your file is waiting to be processed, is being processed or has completed successfully.

e. Check below the status bar for the log of your submission. You will be given an 'Outcome' which you will need to check:

i. **Success** - Your file has been submitted successfully.

ii. **Errors** - Your file upload has failed. Check that you have entered information into your file in the correct format. Contact the OfS if the problem persists, at [ilrverification@officeforstudents.org.uk](mailto:ilrverification@officeforstudents.org.uk).

17. Once you have submitted your file, you can view the processed version of the file by downloading the download package.

## OfS review of query responses

18. Once you have successfully submitted your data verification query responses, the OfS will review these as soon as possible.

19. The OfS may require you to supply additional information regarding a query, in order for us to understand the data for your provider.

## Additional rounds of queries and responses

20. If the OfS needs further information about a query, or raises further queries, then your data verification file will be updated, which will be accessible in the download package from the '2019-20 ILR data verification' group. This can be accessed by following the steps described in paragraphs 6-8. You will be sent an email to confirm that a new file is available to you.

21. You will then need to review the OfS response and respond as before.

## Closed queries

22. In order to complete the verification process before the final submission deadline, the OfS will close the queries raised when appropriate.

23. By closing a certain query, the OfS will allow the provider to progress the submission of their ILR. This does not indicate that the OfS accepts the data is correct, nor preclude returning to question it at a later stage (even after the return has been signed off by the provider), including through audit. It is for the provider to ensure that data complies with the published guidance.

24. When the OfS closes a query, the query will move to the 'Closed queries' tab.

## Completion of data verification

25. Once the OfS has closed all of the outstanding queries, the data verification process for your provider will be complete.