



Joint Council for
Qualifications^{CIC}



JCQ^{CIC} A2C Data Standards Specification

Section 4

Orders

2022 Version

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1 Process Summary

The order processes replace the previous systems for entries, registrations and entry amendments in one flexible but streamlined system which also encompasses the parallel processes for various types of orders for both general and vocational qualifications, including on-demand tests.

A2C provides greater details about qualifications and their assessments in the product catalogue (previously basedata) and the deadline dates for tasks and other associated details, all of which can be loaded into the MIS. This enhanced data enables MIS providers to devise systems to support examinations officers both in timing their work in relation to known deadlines and in designing simpler, more straightforward ways to work with this richer data.

The order processes includes the methods for registration of a learner for an awarding organisation qualification and making entries for qualifications and the assessments that lead to the award of qualifications for learners. They also detail how registrations, entries and Test Resource Bookings can be cancelled.

City & Guilds have a process of enrolment, during which an 'AO assigned learner identifier' is assigned. There is no enrolment transaction in A2C; if a transaction is received for a learner for whom no AO assigned learner identifier is supplied, City & Guilds will assign one.

Managing learner details will be a sub-process that works alongside orders to give greater clarity to the processes involved. It will also cover how learner details can be amended.

Previously it has been necessary to collect all entries and/or registrations into a single file (JCQ 'E' file) for submission to an awarding organisation. Delays from one subject area or for a small group of learners may have led to the submission of the whole file being delayed until just before the deadline for submission, or beyond. There will still be deadlines associated with each order process but there will be no requirement to collate all the entries for a specified series into a single file. Centres will be able to send the appropriate data for a learner or a subject when it is ready, in advance of the submission date, so spreading their work over a longer period of time and avoiding late fees for the majority of learners as a consequence of delays in relation to just one learner or subject.

A2C will also improve the process for making amendments to orders. The old JCQ 'A' files in which any changes to orders and/or new orders were made as amendments to the previous data will be replaced by a process allowing centres to send orders to cancel previous orders and create new orders for the same learners where necessary. These processes will be more precise, identifying what needs to be created or cancelled to ensure the correct order for each learner. This should help to reduce the unexpected errors that can sometimes occur with the current amendment files. There will also be processes to amend the personal details or identifiers for learners where appropriate. There are also some new processes to support the increased use of on-demand tests and the process of Late Award Cash-ins for relevant general qualifications.

It will be possible to make orders for assessments that are organised within series (eg January or June of a specified year) and also for those that are organised outside the formal series of general qualifications, whether on the basis of an on-demand approach, 'roll-on/roll-off' courses or tests at specified times across the year.

The new transaction types within the orders process are:

- Named Order
- Cancel Named Order
- Learner Identifier Updates
- Amend Learner Details

Order processes and data approaches have been harmonised to underpin the use of these orders within a range of awarding organisations across the specific requirements of particular specifications.

Details of the requirements for the type of order (eg Named TRB) and the qualification elements (eg award, learning unit, etc) for which those orders are required will be given in the product catalogue so that centres have clear guidance on what is needed and by what dates for each instance of an assessment. The product catalogue will also indicate the learner identifiers (eg ULN, MIS assigned learner identifier, etc) that must be provided to the awarding organisation for each qualification element.

2 Process Diagrams

2.1 Order Processes

The processes within this document fall in the Manage/Process Learner and the Manage/Process Order sections of the high level diagram in Section 1. The diagram below provides a closer view of Named Orders (Registration and Entries) and Test Resource Bookings and Late Award Cash-ins.

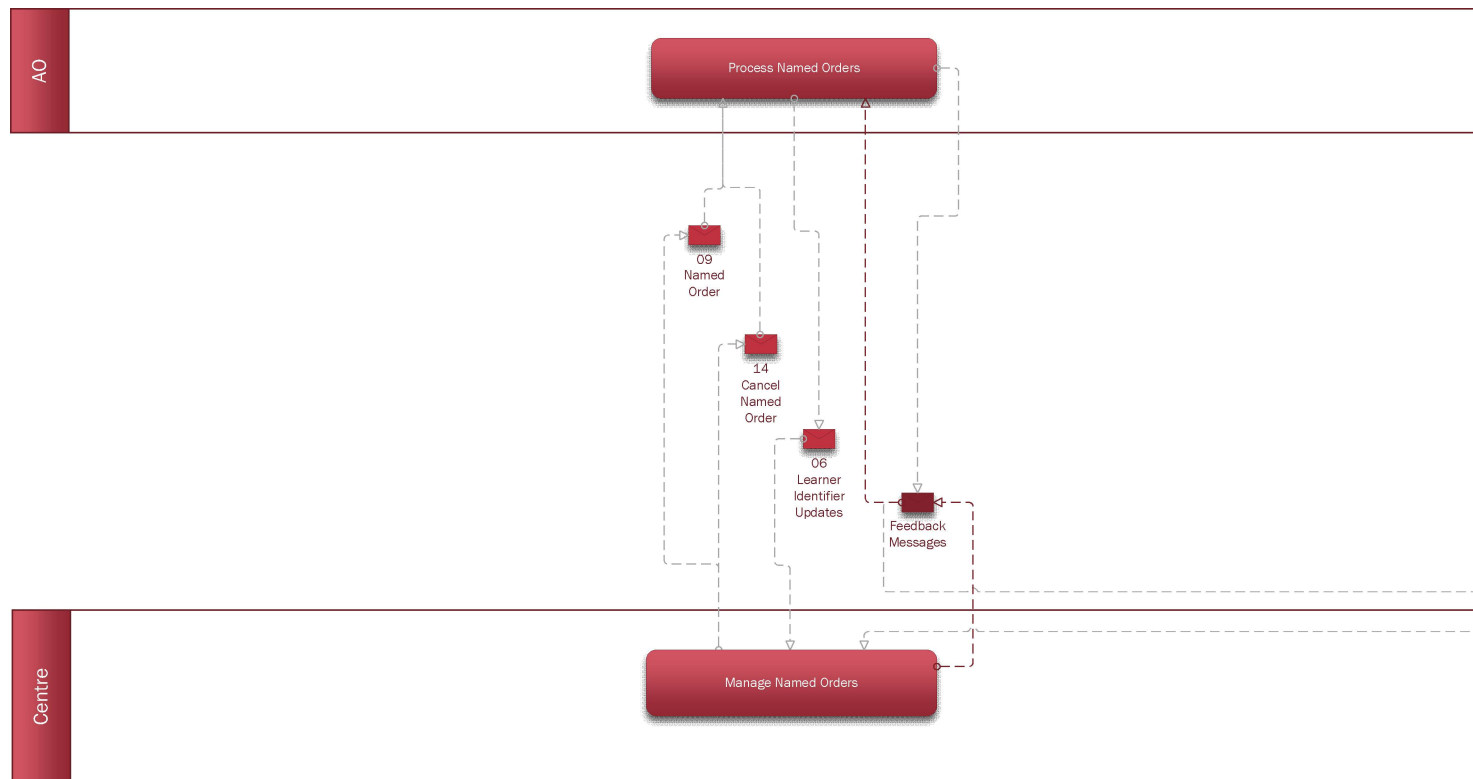


Figure 1 Order Processes

2.2 Manage Learner and Process Learner Process Diagram

This process diagram shows the sub-process for Manage Learner and Process Learner used by centres and awarding organisations wherever learner details are used by any of the order or other processes. This diagram is designed for use with end-users, eg examination officers. The diagrams on the following pages do not refer to specific A2C transaction types; for example the receipt of learner details described below may relate to a number of different transaction types eg Amend Learner Details, Named Order, etc.

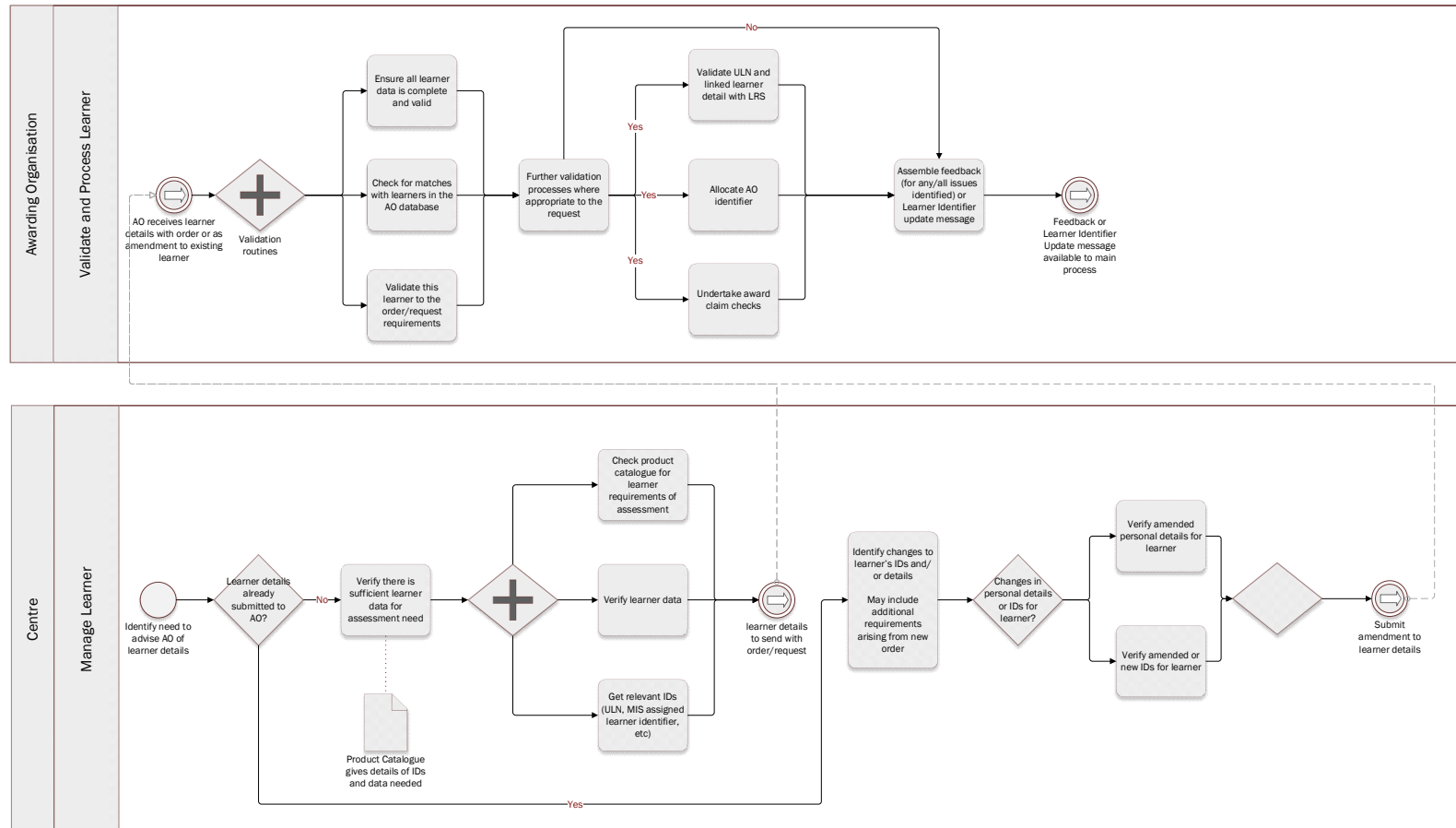


Figure 2 Manage Learner and Process Learner Process

2.3 Named Orders Process Diagram

This process diagram shows the end-to-end business process for Named Orders for registrations, entries and test resource bookings. It is designed for use with end-users, eg examination officers.

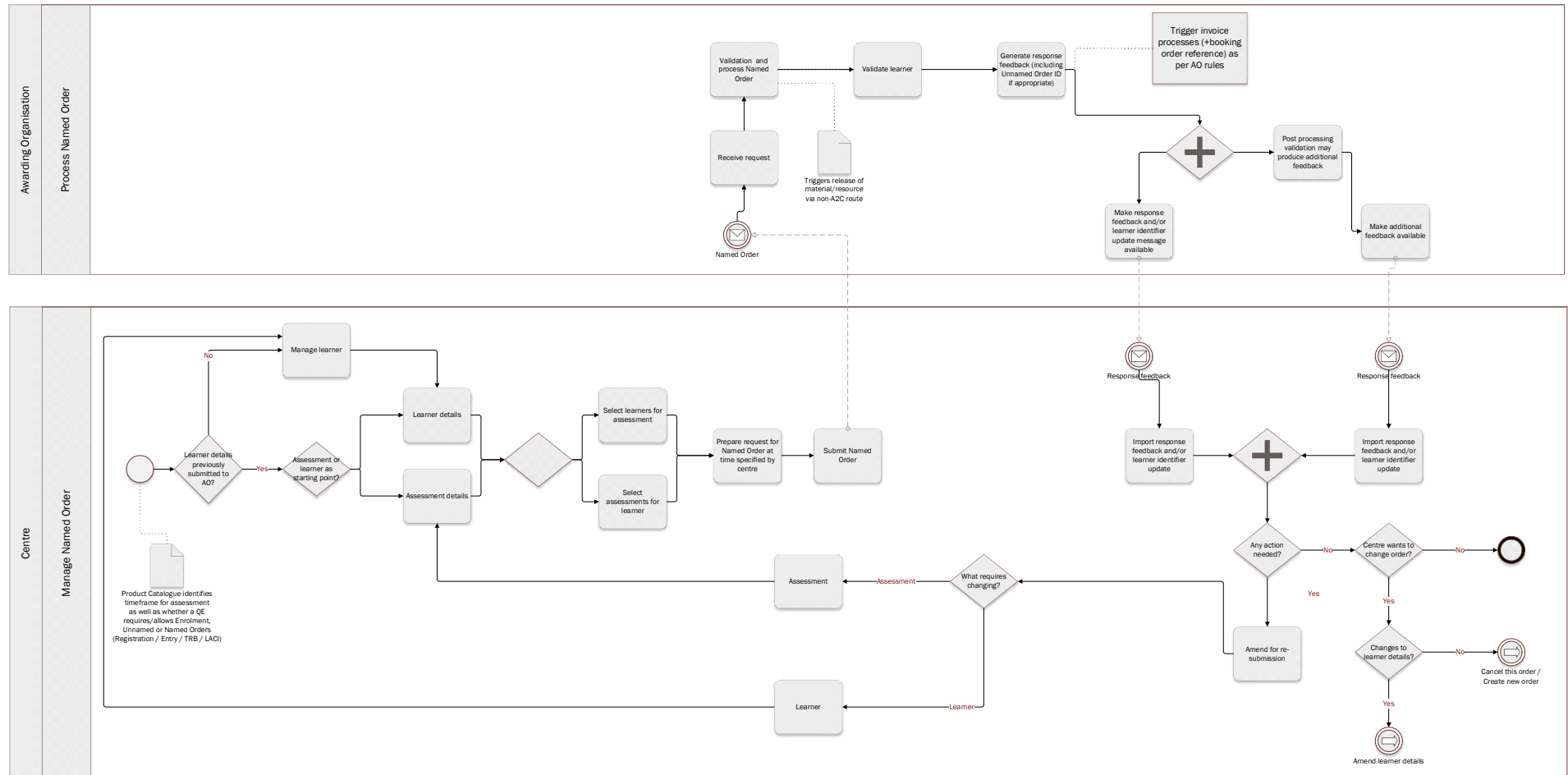


Figure 3 Named Orders Process

2.4 Late Award Cash-in Process Diagram

This process diagram shows the end-to-end business process for Late Award Cash-in and is designed for use with end-users, eg examination officers.

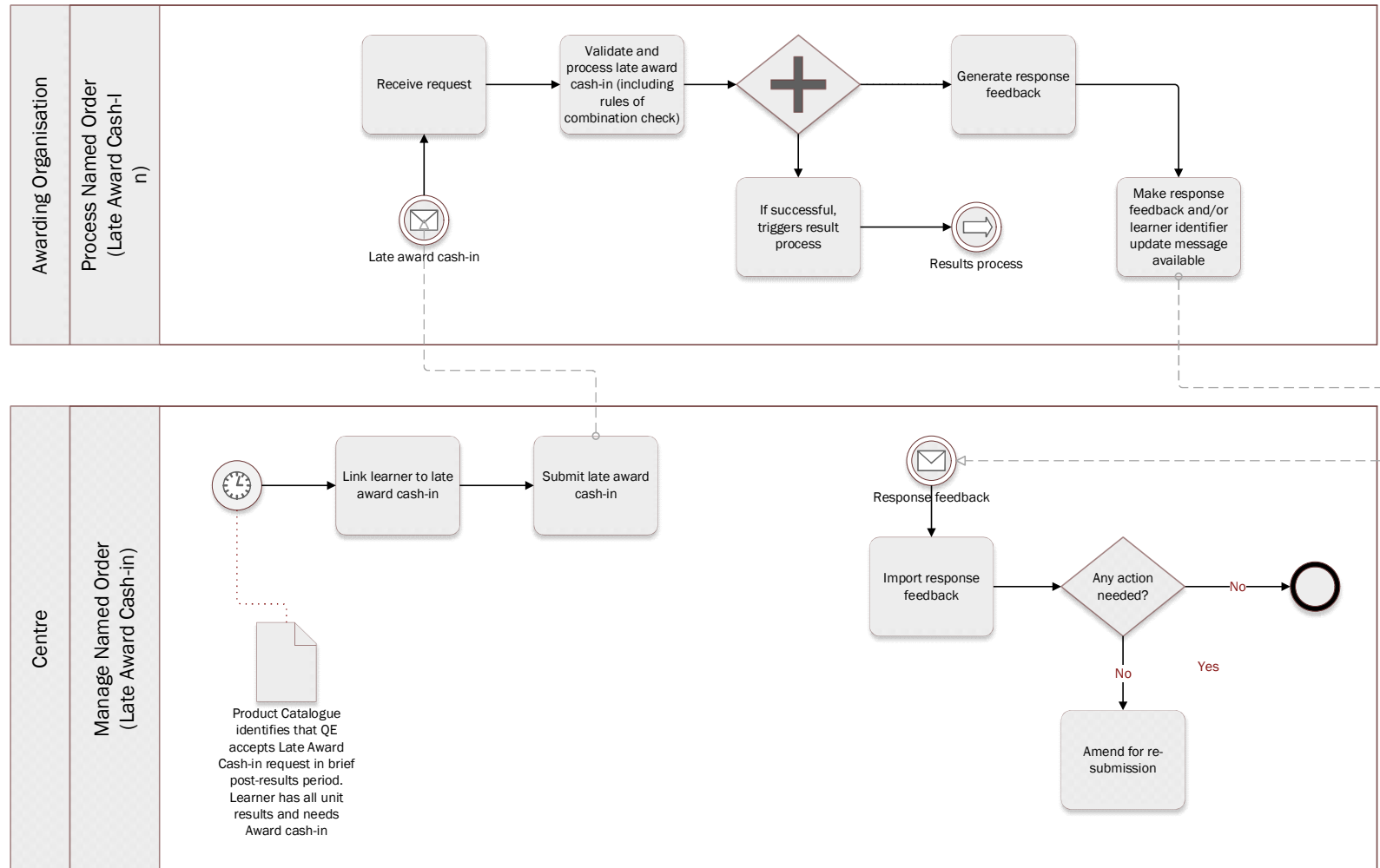


Figure 4 Late Award Cash-in Process

3 Provision of Learner Details

Awarding organisations expect to receive learner details along with the first order for the learner and it is recommended that all available learner details are provided, even if these are not specifically required for qualification elements included in the first order. If an awarding organisation has no foreseeable requirement for information provided eg Learner National Insurance numbers are only required by a few awarding organisations, the superfluous information will be discarded. The transaction types which allow submission of orders with learner details are:

09	Named Order
22	Centre Assessed Outcome (see Note below)
24	Award Claim (see Note below)

Table 1 Order Transactions with Learner Details

Note that some awarding organisations may allow transaction types 22 and 24 to be used to provide learner details. This will apply where the awarding organisation permits these transactions to be used in lieu of an order.

The product catalogue will provide detail regarding the assessments for which learner details can be provided in this way.

The transaction types in Table 1 will always include some reference to an individual learner. Where previous orders have been submitted for the learner, it is expected that the learner will be referenced using the learner party identifier only. See *Section 10: Data Architecture, Heading 2.4 Party Identifiers* for guidance on choice of learner party identifier; for the A2C project it is mandated that this should be an MIS assigned learner identifier.

The learner party identifier should be considered as their key Learner Identifier for all A2C data exchange purposes. Each learner may also have a number of additional identifiers such as UCI and ULN; these are from various sources and are described as additional learner identifiers in [Table 3](#). Note that attributes such as candidate number, course start date, expected completion date, etc have been excluded as they are specific to a product order rather than learner personal details; they are provided in the QE Learner Booking data block. Also test day photograph is excluded because it is provided with attendance data and as such could not be provided with an order.

Provision of learner details with the first order for a learner constitutes valid use of the transaction types in the above list. After that, provision of additional learner details or amendments to learner details must be provided using transaction type 07: Amend Learner Details. This means that second and subsequent orders for a learner should only include the learner party identifier as described in [Table 2](#), and none of the additional information described in [Table 3](#). [Figure 5](#) on page 13 describes the initial checks which awarding organisations will make on receipt of order transactions which contain any learner details other than the learner party identifier. Note that awarding organisations will adopt one of two approaches, both of which are valid. Some awarding organisations will choose to completely ignore learner personal details when they are provided by this unapproved approach. Other awarding organisations will check the data and provide relevant feedback. No amendments to learner details, whether changes or inclusion of additional data, will be made by any awarding organisation unless provided using the Amend Learner Details transaction type. Please see [Table 5](#) for more information.

Note also that Amend Learner Details messages should only be sent when there is an actual change to the learner's details or a requirement to provide additional details which were not available on the first submission of details for that learner. This means that MIS systems should ideally keep track of all learner information that has previously been sent.

3.1 Learner Details attributes

For detailed attribute information see *Appendix 1*.

3.1.1 Key Learner Identifier

Attribute Name	Definition	Key Learner Identifier
Learner_Party_Id or Party_Id ¹	A value that denotes and distinguishes the PARTY.	In this case is a LEARNER. Where the party is a learner, the MIS Assigned Learner Identifier must be used.

Table 2 Key Learner Identifier

3.1.2 Additional Learner Identifiers

Attribute Name	Definition	Additional Learner Identifiers
Relationship_Reference	A reference specific to the relationship between these two Parties and applies to the second PARTY in the relationship. This value is defined by the specific Party_RR_Reference_Type.	<p>The value of the identifier specified by Party_RR_Reference_Type.</p> <p>For further guidance see the Business Rules against Party_RR_Reference_Type in the Party Relationship Role data block.</p> <p>The Learner_Party_Id is provided by setting the Relationship_Reference attribute to the MIS assigned learner identifier, along with a Party_RR_Reference_Type of 'MIS Assigned Learner Identifier'.</p> <p>If an incorrect identifier (other than the Learner_Party_Id, such as Driving Licence Number, National Identity Number, National Insurance Number, Passport Number, ULN) has been provided to an AO for a learner, it will be possible to use the Amend Learner Details transaction type to 'blank out' the incorrect Relationship_Reference value. Please see Section 11: Solutions Architecture, Heading 12.1 Rule R9 for further guidance on nullifying previously submitted values. This is allowed for the values listed above because it may not be possible to provide the corrected value at the time the error is identified, due to delays in receiving these from external parties such as LRS and HMRC.</p>
Party_RR_Reference_Type	A controlled list of values that identifies a type of Reference Number that is recognised throughout the enterprise. Values include 'ULN', 'UKPRN', 'UCI', 'UPN', 'National Insurance Number'.	

Table 3 Additional Learner Identifiers

¹ The Learner_Party_Id and Party_Id attributes are referenced above because either one of them may be used as part of the primary key when providing learner information. Party_Id appears as part of the primary key where the parent entity can be used to exchange information about various types of parties eg centres and learners. For those entities with more restricted use, the Party_Id is renamed to reflect the specific type of party identifier eg Learner_Party_Id or Centre_Party_Id. The precise attribute names required in each entity are defined in the XSD and can also be referenced in Appendix 1 and Appendix 4.

3.1.3 Key Personal Details

Attribute Name	Definition	Key Personal Details
Date_of_Birth	The date on which the person was born or was officially deemed to have been born for public administration purposes.	<p>Date of birth is considered key personal details although it is not mandatory unless the Date_Of_Birth_Reqd_Flag is set to Yes in the product catalogue.</p> <p>If a change to this value is required after it has been submitted to the Awarding Organisation, the Amend Learner Details transaction should be used to submit the corrected date of birth to the Awarding Organisation.</p>
Legal_Sex_Type	A controlled list of values that identifies the sex of a person as recognised in law (i.e. on birth certificate or in a gender recognition certificate). Values are "Male", "Female" and "Not Applicable", "Not Known".	<p>Legal_Sex_Type is considered key personal details although it is not mandatory unless the Legal_Sex_Required_Flag is set to Yes in the product catalogue.</p> <p>If a change to this value is required after it has been submitted to the Awarding Organisation, the Amend Learner Details transaction should be used to submit the corrected legal sex to the Awarding Organisation.</p>
Party_Name_Component	The NAME COMPONENTs used by a PARTY.	The combination of these attributes provides the learner name. The learner name is considered key personal details
Party_Name_Component_Order	The sequence number of a NAME COMPONENT within the set of components comprising a name.	
Party_Name_Component_Type	A controlled list of values that identifies the types of component involved in a PARTY NAME. Values include "Title", "Given", "Family", "Organisation Name", "Mononym".	
Party_Name_Description	A controlled list of values that identifies the use of the party name. Values include "Full" and "Known as".	

Table 4 Key Personal Details

3.1.4 Additional Personal Details

Attribute Name	Definition	Additional Personal Details
Email_Address	A string of characters which will allow the Internet or other network to deliver an email.	
Postal_Address ²	A physical property with a recognised POSTAL ADDRESS. Can be either a UK address, international address or British Forces Post Office (BFPO) address	
Private_Learner_Flag	AWARDING ORGANISATION perspective that the LEARNER is not regarded as being declared on the enrolment register of the CENTRE. Any conditions that apply are published in the product catalogue.	
Declared_Gender_Type	A controlled list of values that identifies a PERSON's private sense of, and subjective experience of, their own gender. Values are "Man", "Woman", "Other", "Not Known". Gender may be different from the PERSON's LEGAL SEX (for which values are "Male", "Female", "Not Applicable", "Not Known") or BIOLOGICAL SEX.	
Photograph	An image of the hand written signature of the 2nd PARTY.	
Signature	An image of the hand written signature of the 2nd PARTY.	

Table 5 Additional Personal Details

² Postal Address consists of attributes in Postal_Address and Address_Line entities which is linked to the Learner through the Party_Relationship_Contact and Locator entities. See Diagram 5.03 Contact Location in Appendix 4.

3.2 Initial checks on receipt of order transactions with learner details

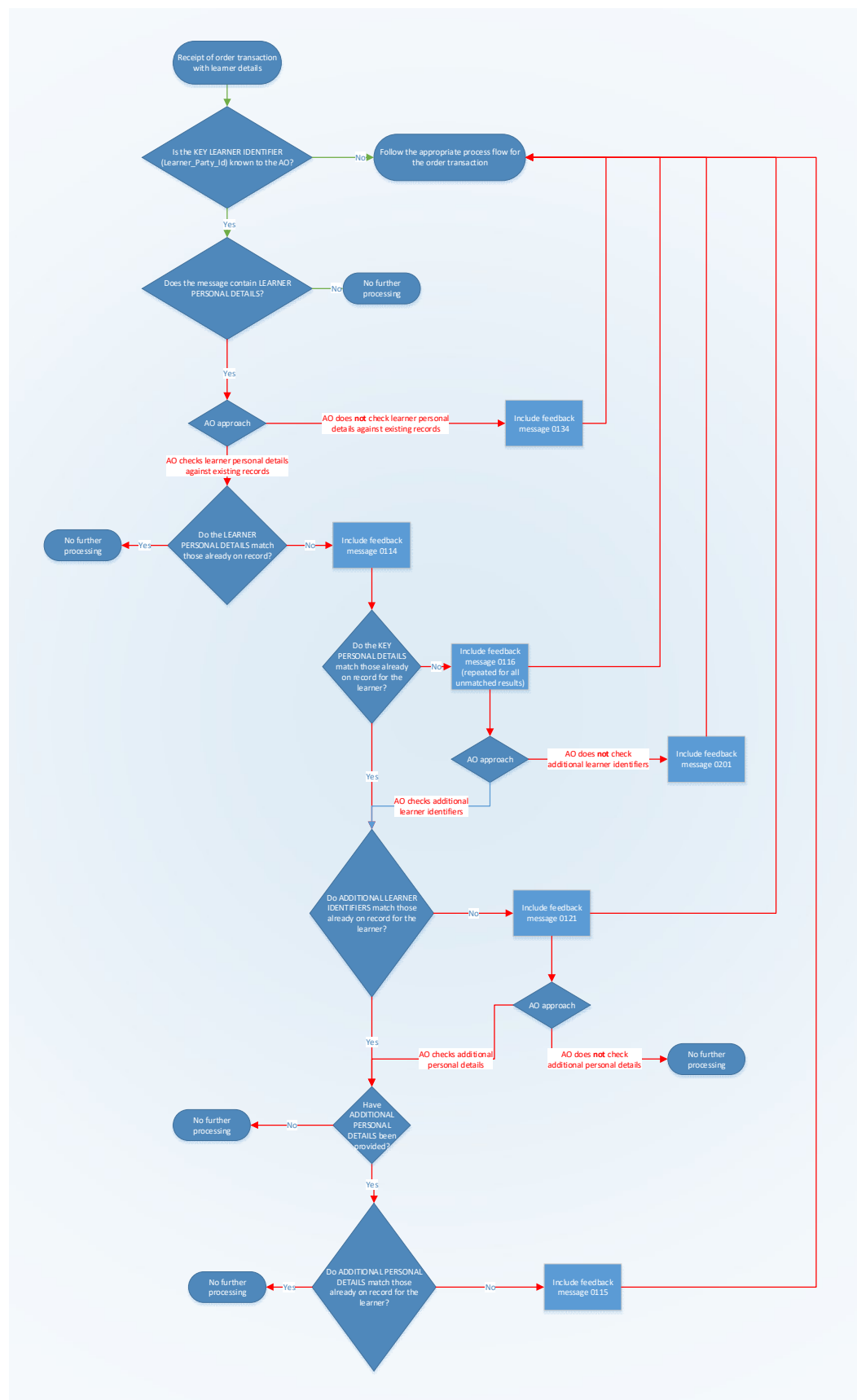


Figure 5 Initial checks on receipt of order transactions with learner details

Notes on Figure 6:

- 1) The red text following AO approach decisions boxes indicates the alternative approaches which may be adopted by Awarding Organisations when an order transaction is used to provide learner details for an existing learner. All paths are valid. However, note that Awarding Organisations may choose to completely ignore learner personal details when they are provided by this method, which could mean that Centre and AO data are not synchronised. It is recommended that MIS developers follow A2C guidelines and use the Amend Learner Details transaction in **all** cases where additional or amended details are provided for a learner. This also applies where learner information has been supplied with an order which was subsequently cancelled. If any learner information has been submitted with a subsequently cancelled order, Awarding Organisations will expect all additional or amended information for that learner to be submitted using the Amend Learner Details transaction type. Any additional learner details should be submitted in advance of orders which may require those details.
- 2) Learner identity management within A2C operates at the individual AO-Centre relationship level. The Key Learner Identifier (Learner_Party_Id) should always be the MIS Assigned Learner Identifier. Where the Key Learner Identifier is unknown to the AO, this is assumed to be the first provision of learner details.
- 3) See [Table 3](#), [Table 4](#) and [Table 5](#) for Learner Personal Details. These are any details other than the Key Learner Identifier.
- 4) See [Table 4](#) for Key Personal Details: Name (all components), date of birth and legal sex.
- 5) Additional learner identifiers may be required for certain qualifications. Such requirements will be specified in the Product Catalogue (QE Preferences). Examples are: ULN, UCI, UPN, Scottish Candidate Number, AO Assigned Learner ID.
- 6) The referenced feedback messages are:

0134	W	Learner detail ignored and not checked against existing records. Changes to learner details must use the Amend Learner Details Transaction
0114	E	Learner Personal Details cannot be amended using the <Transaction Type> transaction. Please use the Amend Learner Details transaction to submit these changes
0116	W	The <Attribute_Friendly_Name> provided does not match existing record for this learner
0121	A	<Party_RR_Reference_Type> conflicts with AO record of <Relationship_Reference>
0115	W	Additional Learner Personal Details for an existing learner cannot be provided using the <Transaction Type> transaction. Please use the Amend Learner Details transaction to submit these additional details
0201	E	<Transaction Type> rejected

For detail of these messages see Appendix 5.

4 User Stories

The user stories listed here provide contextual information about how the business process has been designed.

User story 1 / Prepare learner details in order to submit them linked to orders

As a:	centre
I want to:	prepare learner personal details (including all identifiers which may be required by this awarding organisation) where required by the business process to link to an order
So that:	learners can be identified uniquely and linked to their assessments.

Initial learner details will not normally be sent without being linked to one of the order processes listed in [Table 1](#). Subsequent orders for the same learner will include the key learner identifier only.

4.1 Learner Identifier Updates

User story 4 / Prepare and publish AO assigned learner identifier updates

As an:	awarding organisation
I want to:	where required by the business process, send AO assigned identifiers to the centre
So that:	centres can import into their MIS AO assigned identifiers for their learners.

User story 5 / Receive and process AO assigned learner identifier updates

As a:	centre
I want to:	Receive and import AO assigned learner identifiers to update my MIS
So that:	learners can be identified uniquely and issued with AO assigned identifiers for appropriate qualifications.

4.2 Named Orders

User story 14 / Link learner(s) to assessment and submit Named Orders (Registration/Entry)

As a:	centre
I want to:	submit an order linking learner(s) to registration or entry for assessment product(s) assessment event(s) and/or pre-results award cash-in
So that:	the learner has order(s) for all assessments of a product or specific assessment event(s)/pre-results award cash-in.

User story 15 / Receive Named Orders (Registration/Entry)

As an:	awarding organisation
I want to:	receive details of learner(s) linked to an order for registration or entry for assessment product(s) assessment event(s) and/or pre-results award cash-in
So that:	data can be validated for both learner and order for registrations or entries to ensure that the data conforms to the awarding organisation business rules appropriate to the product before accepting the order.

User story 16 / Process Named Orders (Registration/Entry)

As an:	awarding organisation
I want to:	process the data from Named Orders for registrations or entries for assessment products, assessment events and pre-results award cash-ins
So that:	learner's orders are recorded and appropriate assessment materials can be sent/made available to the centre.

The awarding organisation will prepare an appropriate feedback response for every order and make this available to the centre for import (User stories 4 and 5 / 31 and 32).

User story 17 / Prepare and submit order for a Named Test Resource Booking

As a:	centre
I want to:	book resource for on-demand or window-scheduled tests (including on-screen tests) with the date/time at which the test is due to be taken and advise the awarding organisation of any additional time approved or allowed for the learner's access arrangements
So that:	appropriate test resources particularly on-screen tests are available including, where appropriate, sufficient time to accommodate the learner's access arrangements.

User story 18 / Receive and process order for a Named Test Resource Booking

As an:	awarding organisation
I want to:	receive details of the test resources required including dates/times and any information about those access arrangements for the learner which have been approved or can be allowed by centre agreement
So that:	the test resources can be made available to the centre for the learner at the appropriate date/time and with appropriate time access for that test.

The awarding organisation will prepare an appropriate feedback response for every order and make this available to the centre for import (User stories 31 and 32).

4.3 Amendments to Previously Submitted Orders

4.3.1 Amend Learner Details

Transaction type 07 Amend Learner Details should be used for User stories 19 and 20.

User story 19 / Prepare request to submit Amend Learner Details

As a:	centre
I want to:	amend learner personal details and/or identifiers
So that:	an accurate and up-to-date record is maintained for each learner.

Note that the Learner Party Identifier must persist for the lifetime of the Learner-Centre-Awarding Organisation relationship, but additional learner identifiers and personal details may be amended. See [Table 3](#), [Table 4](#) and [Table 5](#) for clarification on the categories of learner information.

User story 20 / Receive and process request to Amend Learner Details

As an:	awarding organisation
I want to:	receive and process amendments to learner personal details and/or identifiers
So that:	an accurate and up-to-date record is maintained for each learner.

The awarding organisation will prepare an appropriate feedback response for every order and make this available to the centre for import (User stories 31 and 32).

4.3.2 Amend Named Orders (Registration/Entry and Test Resource Booking)

User story 22 / Amend Named Order

As a:	centre
I want to:	amend a Named Order for registrations/entries or Test Resource Bookings linked to the learner
So that:	an accurate and up-to-date record is maintained of the correct orders for each learner and communicated to the awarding organisation.

A2C does not offer any route for amending directly a previously submitted order: the incorrect order must be cancelled (User stories 25 to 26) so that a new and correct order can then be submitted by the centre (User stories 14 to 16/17 and 18). This process may still be designated as an 'amendment' process within the MIS, but will involve two processes being advised through A2C. Amendments to learner identifiers and/or personal details linked to a Named Order must be made separately (User stories 19 and 20).

4.3.3 Cancel Named Order

User story 25 / Prepare and submit order to cancel previous Named Order

As a:	centre
I want to:	cancel a Named Order for registrations/entries or Test Resource Bookings linked to the learner. I may wish to create associated new (amendment) orders.
So that:	an accurate and up-to-date record is maintained of the correct orders for each learner and communicated to the awarding organisation.

If a centre needs to cancel any order, a cancellation should be submitted for the Named Order (registration). If a centre wishes to inform an awarding organisation that a learner is no longer completing their vocational qualification but the order should remain, and if the awarding organisation supports the process, the 'interim claim (close)' award claim should be submitted with any centre-assessed outcomes.

User story 26 / Receive and process order to cancel previous Named Order

As an:	awarding organisation
I want to:	receive details of learner(s) no longer requiring registration/entry for assessment product(s), assessment event(s) and/or pre-results award cash-in or a Test Resource Booking. I may also receive associated new (amendment) orders
So that:	data can be validated for both learner and order to ensure that the data conforms to the awarding organisation business rules appropriate to the product before accepting the cancellation.

The awarding organisation will prepare an appropriate feedback response for every order and make this available to the centre for import (User stories 31 and 32).

4.4 Late Award Cash-in

User story 27 / Prepare and submit order for Late Award Cash-in

As a:	centre
I want to:	create an order for a Late Award Cash-in for the learner
So that:	the learner can receive the award grade based on their banked unit scores from the awarding organisation.

User story 28 / Receive and process order for Late Award Cash-in

As an:	awarding organisation
I want to:	check and process the request for Late Award Cash-in for the learner
So that:	the grade for the learner can be made available to the centre.

The awarding organisation will prepare an appropriate feedback response for every order and make this available to the centre for import (User stories 31 and 32).

User Stories 29 and 30 which related to Withdraw Learner have been deleted. Existing numbering has been retained for remaining user stories.

4.5 Feedback on Orders

User story 31 / Generate feedback on orders and make available

As an:	awarding organisation
I want to:	provide feedback to the centre on orders in terms of both learners and the assessments identified, confirming the data held and, where the order cannot be accepted, providing warnings for centres on this data
So that:	the centre knows the data has been processed, can identify any problems for resolution and send revised orders.

User story 32 / Import feedback

As a:	centre
I want to:	receive feedback on all data submitted
So that:	there is confirmation of the data held by the awarding organisation and of any amendments indicated in the awarding organisation feedback which may need to be made within the MIS and communicated to the awarding organisation.

Centres will need to respond to the messages sent by the awarding organisation in order to resolve any difficulties for their learners. It is important that this is done as promptly as possible following the receipt of feedback so that the same error or difficulty does not persist through subsequent orders linked to the same learner or assessment event/assessment product.

At a later date to be agreed by the awarding organisations, the following process will become available.

User story 33 / Generate feedback on fees in relation to orders

As an:	awarding organisation
I want to:	advise the centre in the feedback of the maximum fees payable for each order
So that:	the centre can use this information in conjunction with final invoices to track the costs of orders through their MIS.

The awarding organisation will give details of the fees without including any adjustments agreed for an individual centre, any agreed exceptional credits or other individual or group arrangements.

5 Business Rules

The business rules listed here outline key features and behaviours which must be adhered to by awarding organisations and MIS software suppliers when developing systems and designing in-house business processes. Some of these rules will feature in the compatibility testing of the data and messaging standards.

5.1 Common Business Rules

The following common business rules are applicable to this process:

Rule ID	Process Flow Reference	Party affected	Rule title and description
C1	All	All	Data and messaging will comply with the JCQ ^{CIC} A2C Data Standards and Schema, sending only the data required or permitted by the appropriate product catalogue.
C2	All	All	Learner information is as defined in Table 2 Key Learner Identifier , Table 3 Additional Learner Identifiers , Table 4 Key Personal Details and Table 5 Additional Personal Details .
C3	All	Centre	The centre must verify the personal details of each learner and ensure that these can be verified, if required in the future, against such documents as birth certificate, passport, etc.
C4	All	Centre	The centre must obtain and record any externally managed identifiers for their learners (such as ULN) and ensure that personal details of learners submitted to awarding organisations agree with those sent to LRS or any other linked identification document.
C5	All	Centre	Any centre requiring purchase order number/data to be used must attach this reference to any fee-bearing transaction so that it can be reflected back in appropriate messages.
C6	All	All	For all transaction types which carry fees, the receipt by awarding organisation is taken from the timestamp of when the transaction was acknowledged and indicated by the transport mechanism. Where fee-bearing learner orders or assessment data submissions are rejected by the awarding organisation, the charging date may be that on which the fully corrected order or assessment message is received.
C7	All	Centre	Where a barring date (see below) is included in product catalogue data, the centre MIS must prevent new or revised data affected by that barring date for that instance being transmitted to an awarding organisation.

Rule ID	Process Flow Reference	Party affected	Rule title and description
			The barring date is the last permitted date for submission given in the product catalogue.

5.2 Process-specific Business Rules

The following rules have been identified specifically in relation to the processes for orders:

5.2.1 General

Rule ID	Process Flow Reference	Party affected	Rule title and description
O1	<i>General</i>	AO	Order requirements specified in Product Catalogue <p>The awarding organisation will specify in the product catalogue:</p> <ul style="list-style-type: none"> the qualification elements for which orders may be made the types of orders (eg Named registration) required and/or allowed for each appropriate qualification element whether cancellation of the various order types is allowed associated information, such as availability instances (eg series, on-demand periods) and fees whether any learner details are required in addition to the learner identifier.

5.2.2 Manage/Process Learner

Rule ID	Process Flow Reference	Party affected	Rule title and description
O2	<i>Manage Learner</i>	Centre/MIS	Manage learner <p>A2C processes will cater for the management of learners at the awarding organisation/centre level ie A2C processes will assume that a learner is unique within the context of an individual centre for an individual awarding organisation. A2C will not manage a learner's activities across multiple centres.</p>

Rule ID	Process Flow Reference	Party affected	Rule title and description
03	<i>Manage Learner</i>	Centre	The centre will manage learner identifiers and personal details, including liaison with outside bodies, such as the Learning Records Service (LRS) to obtain/verify ULNs, in advance of submitting any order that needs to include learner details. Where these details are obtained after submission of an initial order to an awarding organisation, they should be provided to the awarding organisation using the transaction type 07 Amend Learner Details.
04	<i>Manage Learner</i>	Centre	Identifiers and personal data Before first submission of data for a learner to an awarding organisation, centres must capture multiple identifiers and all personal details for each learner in their MIS, and select their preferred identifier (Learner Party Id) for the learner (See 06).
05	<i>Manage Learner</i>	AO	Required learner identifiers The awarding organisation will specify in the product catalogue any mandatory learner identifiers that must be provided for orders for each appropriate qualification element.
06	<i>Manage Learner</i>	Centre/MIS/ AO	Setting the preferred identifier (Party Id) for the learner MIS must guarantee uniqueness of each preferred learner identifier within the centre for each awarding organisation. It is mandated that MIS guarantee this uniqueness by using their own system generated identifier for each learner; ie setting the MIS assigned identifier as the preferred learner party identifier. It is essential that the preferred learner identifier chosen is of the same reference type (ie MIS Assigned Id) for all learners. Once the preferred learner identifier has been submitted to an awarding organisation, it cannot be changed by A2C means. In cases where a centre wishes to change a learner's preferred identifier, the relevant awarding organisation(s) will need to be approached directly.
07	<i>Manage Learner</i>	Centre	Initial provision of learner details Full learner identifiers and personal data (party, party name, party relationship, party relationship name and party relationship role data blocks) should be provided only once per awarding organisation per learner per

Rule ID	Process Flow Reference	Party affected	Rule title and description
			centre. It should be provided with the initial order for each learner. See Table 1 for the order transactions which may be used for this initial provision of learner information.
O8	<i>Manage Learner</i>	MIS/AO	<p>MIS suppliers may include identifiers and/or personal data in a message (within the confines of the data architecture) even if it is not mandated by an awarding organisation.</p> <p>The awarding organisation will not capture any data surplus to their requirements that they do not wish to store (eg for data protection reasons).</p>
O9	<i>Manage Learner</i>	Centre	Full learner details should normally be provided to the awarding organisation with the first Named Order (entry/registration or Test Resource Booking) placed for the learner.
O10			<i>Rule relating to unnamed order removed in 2020 spec.</i>
O11	<i>Manage Learner</i>	Centre/MIS	<p>The initial submission of learner details must include all mandatory IDs for the learner, where defined by the awarding organisation in the product catalogue.</p> <p>Centres/MIS are encouraged to include in the initial submission all learner identifiers available for each learner.</p>
O12	<i>Manage Learner</i>	MIS	Each identifier in the initial submission of learner details must be qualified by the appropriate reference type (Party_RR_Reference_Type).
O13	<i>Manage Learner</i>	Centre/MIS	MIS must allow users to update additional learner identifiers (see Table 3) where appropriate following feedback messages or requests from awarding organisations. Such updates must use the Amend Learner Details transaction type.
O14	<i>Manage Learner</i>	Centre/MIS/AO	<p>Provision of learner details in subsequent transactions</p> <p>Once full learner identifiers, personal details and the Learner_Party_Id have been submitted to an awarding organisation, only the Learner_Party_Id is required to be sent in any subsequent transaction.</p>

Rule ID	Process Flow Reference	Party affected	Rule title and description
O15	<i>Process Learner</i>	AO	<p>Process learner</p> <p>Whenever an initial submission of learner details is received, the awarding organisation will:</p> <ul style="list-style-type: none"> • validate the learner's personal data against any previous/existing records • check that all data is complete and valid • validate any ULN and linked personal data with the Learning Records Service (LRS). <p>Feedback may not be available for immediate return and will follow in an additional message once a response has been received from the external system.</p>
O16	<i>Process Learner</i>	AO/ Centre/MIS	Any learner details submitted by a transaction type other than Amend Learner Details that are different from those previously submitted will initiate the checks described in Figure 5 Initial checks on receipt of order transactions with learner details on page 13.
O17	<i>Process Learner</i>	AO	On successful validation of a learner's details, awarding organisations may, if required by a qualification or the business process, allocate an AO assigned learner identifier, which will be made available via the learner identifier updates transaction type for centres to accept into their MIS.
O18	<i>Process Learner</i>	AO	<p>Where only the Learner_Party_Id is received from a centre with no other learner details, it will be assumed that the learner has already been notified to the awarding organisation by the centre.</p> <p>The awarding organisation will look for the learner's identifier against stored Learner_Party_Ids for the centre and, if found, will use that identifier, together with the centre and reference type data, to reference the appropriate learner's existing details (including any AO assigned learner identifier). If the Learner_Party_Id is not found for the centre, the learner record (and any associated order data) will be rejected.</p>

Rule ID	Process Flow Reference	Party affected	Rule title and description
O19	<i>Process Learner</i>	AO	<p>Where an Amend Learner Details transaction is processed, the awarding organisation will:</p> <ul style="list-style-type: none"> • identify the centre/learner as in O18 • check the submitted centre/learner identifier/personal detail data items to the existing record • amend the existing centre/learner record appropriately.
O20	<i>Process Learner</i>	Centre/MIS/ AO	<p>Centres are advised that individual awarding organisations will have varying arrangements for data archiving and deletion. It is therefore possible that, when there has been a prolonged period of inactivity for the learner, they will receive the message <i>0043 <Party_Id> not recognised</i> even though a learner's full details have previously been provided to the awarding organisation. In these circumstances, the full set of learner data should be resubmitted (together with any rejected order data).</p>

5.2.3 Amend Learner Details

Rule ID	Process Flow Reference	Party affected	Rule title and description
O21	<i>Amend Learner Details</i>	Centre/MIS	<p>Centre submits amended learner details</p> <p>If a centre needs to submit amendments to a learner's previously submitted details, they should do so using the ALD transaction type.</p>
O22	<i>Amend Learner Details</i>	Centre/MIS	<p>The Amend Learner Details transaction type cannot be used to change a learner's preferred identifier. In cases where a centre wishes to change a learner's preferred identifier, the relevant awarding organisation(s) will need to be approached directly.</p>
O23	<i>Amend Learner Details</i>	Centre/MIS	<p>Amendments may be either a change to a learner's previously submitted personal details and/or identifiers (but see O22), or additional data items (eg mandatory learner identifiers required for an order, photograph).</p> <p>It will be important to ensure that amendments to learner details continue to reflect the data also held for that learner on LRS. This means that any updates to name, DOB or legal sex submitted to awarding organisations using the ALD transaction type should</p>

Rule ID	Process Flow Reference	Party affected	Rule title and description
			also be submitted to LRS using the update facilities they provide.
O24	<i>Amend Learner Details</i>	Centre/MIS/AO	The Amend Learner Details transaction type may not be used to submit initial learner details nor can it be used for cancellations of orders.
O25	<i>Amend Learner Details</i>	Centre/AO	<p>All amendments to learner details will be regarded as reflecting a permanent change at a point in time and will be applied only in relation to orders that are currently open for the learner at that centre and will not be implemented retrospectively for previously reported and certificated qualifications.</p> <p>When the centre provides an effective start date/time, eg for a replacement Party Name, it will be the date from which the new name should replace any other name on record, which should be the date that the change was registered on the centre system. The effective date must be later than that provided with the original name. This allows the awarding organisation to maintain an audit trail of all the names which have been associated with the learner; however from the awarding organisation perspective only one name will be active at any point in time.</p> <p>If the change requested also reflects an error in learner data in relation to orders where outcomes have been reported and certificated, the awarding organisation will need to be approached directly with a request to consider retrospective changes to the learner details.</p>
O26	<i>Amend Learner Details</i>	Centre/MIS	<p>For amendments to learner details, only the identifiers and the changed/additional attribute(s) should be sent. If unchanged values are sent, they are likely to be counted as changes and therefore the amendment rejected with feedback 0111 'Number of changes to learner details exceeds limit permitted by AO'.</p> <p>See rule O30 for changes to learner names.</p>
O27	<i>Amended learner details validated/processed by AO</i>	AO	<p>Awarding organisation will validate and process amended learner details</p> <p>As O15 to O20</p>

Rule ID	Process Flow Reference	Party affected	Rule title and description
O28	<i>Amended learner details validated/ processed by AO</i>	AO	Awarding organisations will monitor that the amendments requested fall within the reasonable parameters of changes for a known individual.
O29	<i>Amend Learner Details</i>	Centre/MIS	For changes to learner names, the entire name should be sent, even if some of the party name components remain the same. For the purposes of counting changes for feedback 0111, a name change counts as one change, regardless of how many party name components have changed
O30	<i>Amend Learner Details</i>	Centre/MIS	Amendments to learner identifiers must be qualified by the appropriate reference type (Party_RR_Reference_Type).
<p><i>Rule 031 was removed as Enrolment is no longer supported via A2C</i></p> <p><i>Rules 032-034 have been removed as Unnamed Orders are not currently supported via A2C</i></p> <p><i>Rules 035-037 have been removed as the Unnamed Test Resource Booking transaction type is not being developed at present</i></p> <p><i>Rules 038-044 have been removed as Unnamed Orders are not currently supported via A2C</i></p>			

5.2.4 Named Order (Registration/Entry)

Rule ID	Process Flow Reference	Party affected	Rule title and description
O45	<i>Named Order Registration/ Entry prepared by centre</i>	Centre	<p>Centre ensures that learner information and Named Orders (Registration/Entry) are complete and correct</p> <p>The centre will manage learner information to attach to the appropriate Named Orders for registration and/or entry for that learner.</p> <p>The centre will determine the previous entry details for any learner who wishes, where possible, to carry forward a mark for a GQ qualification.</p>
O46			<i>Rule relating to unnamed order removed in 2020 spec.</i>
O47	<i>Named Order Registration/ Entry submitted by centre</i>	Centre	<p>Centre submits Named Order (Registration/Entry) for learner/s</p> <p>Centre submits learner data linked to a Named Order (Registration/Entry) request for an</p>

Rule ID	Process Flow Reference	Party affected	Rule title and description
			<p>assessment product, assessment event and/or pre-results award cash-in.</p> <p>Message will contain:</p> <ul style="list-style-type: none"> • learner data as in O2 to O14 • Named Order for either <ul style="list-style-type: none"> ○ registration for assessment product, or ○ entry for an assessment product, assessment event and/or a pre-results award cash-in • where appropriate, previous entry details (centre number, candidate number and, where possible, series) of learners wishing to carry forward a mark for a GQ qualification • centre's order reference (if required by centre eg for purchase order). <p>The centre must declare if the learner is re-sitting the assessment product or assessment event.</p>
O48	<i>Named Order Registration/ Entry validated/ processed by awarding organisation</i>	AO	<p>Awarding organisation will validate and process Named Order (Registration/Entry)</p> <p>The awarding organisation will:</p> <ul style="list-style-type: none"> • process learner as in O15 to O20 • verify such issues as <ul style="list-style-type: none"> ○ the assessment order is available as requested ○ the centre is approved for any restricted access assessments ○ the learner has fulfilled any relevant enrolment and/or registration requirement for the requested assessment product ○ the learner has not taken already all attempts of a re-sit restricted unit ○ the learner does not have conflicting assessment orders due to invalid combinations.

Rule ID	Process Flow Reference	Party affected	Rule title and description
			<ul style="list-style-type: none"> record previous entry details, where supplied, for candidates wishing to carry forward a mark for a GQ qualification check the completion date for any registration order identify any other relevant issues for reporting.
O49	<i>Named Order Registration/ Entry validated/ processed by awarding organisation</i>	AO	<p>Awarding organisation will undertake award cash-in checks (see note below)</p> <p>In addition and where appropriate to the qualification, the awarding organisation will run checks to identify for a pre-results award cash-in entry such issues as:</p> <ul style="list-style-type: none"> the learner does not have sufficient appropriate existing results and/or assessment orders to give the requested award the learner does not satisfy any terminal rules the learner has sufficient results/assessment orders for a potential pre-results award cash-in. <p>Note: For the initial years, until all awarding organisation systems are fully aligned to 'one-pass' reporting, feedback for award cash-in checks may be delayed briefly.</p>
O50	<i>Amendment of previously submitted Named Order</i>	Centre/MIS/ AO	<p>A2C does not offer any route for amending a previously submitted order directly – the incorrect Named Order must be cancelled so that a new and correct Named Order can then be submitted by the centre.</p> <p>This process may still be designated as an 'amendment' process within the MIS but will involve two processes being advised through A2C.</p> <p>The cancellation must be sent first (to avoid an invalid combination being created) and the associated new order must immediately follow.</p>

5.2.5 Named TRB (Test Resource Booking)

Rule ID	Process Flow Reference	Party affected	Rule title and description
O51	<i>Named Test Resource Booking Order prepared by centre</i>	Centre	<p>Centre ensures that learner information and Named Orders (Test Resource Booking) are complete and correct</p> <p>The centre will manage learner information to attach to the appropriate Named Orders for Test Resource Bookings for that learner.</p>
O52			<i>Rule relating to unnamed order removed in 2020 spec.</i>
O53	<i>Named Test Resource Booking Order submitted by centre</i>	Centre	<p>Centre submits Test Resource Booking linked to learners</p> <p>Centre submits learner data linked to Test Resource Booking.</p> <p>Message will contain:</p> <ul style="list-style-type: none"> • the learner data as in O2 to O14 • order to book test resource for an assessment event • date/time at which test is to be taken, where required by business process • statement of any extra time allowed for access requirements of learner where appropriate and either allowed by the business process or approved through normal channels • centre's order reference (if required by centre eg for purchase order).

Rule ID	Process Flow Reference	Party affected	Rule title and description
O54	<i>Named Test Resource Booking Order validated/ processed by awarding organisation</i>	AO	<p>Awarding organisation will validate and process the Named Test Resource Booking Order</p> <p>The awarding organisation will:</p> <ul style="list-style-type: none"> process learner as in O15 to O20 verify such issues as: <ul style="list-style-type: none"> the test can be available at the date/season requested the centre is approved for this test, if required by the business process the learner has fulfilled any relevant registration requirement for the test the learner does not have conflicting assessment orders identify any other relevant issues for reporting.
O55	<i>Amendment of previously submitted Named Order</i>	Centre/MIS/AO	A2C does not offer any route for amending a previously submitted order directly. See O50 for further details.

5.2.6 Cancel Named Order (Registration/Entry/TRB)

Rule ID	Process Flow Reference	Party affected	Rule title and description
O56	<i>Cancel previously submitted Named Order</i>	Centre	<p>Centre submits request to cancel previously submitted Named Order.</p> <p>The message will contain:</p> <ul style="list-style-type: none"> the primary keys for the original order, including the Learner_Party_Id and the QE_Booking_Date_Time previously provided centre order reference (eg for purchase order), if any.

Rule ID	Process Flow Reference	Party affected	Rule title and description
O57	<i>Cancelled order validated/ processed by awarding organisation</i>	AO	<p>Awarding organisation will validate and process the request to cancel previously submitted order(s)</p> <p>In relation to the learner, the awarding organisation will verify the request to ensure that:</p> <ul style="list-style-type: none">the order being cancelled had been previously received and processedany dependency difficulties caused by the cancellation are identified, eg results already issued. <p>For the cancellation of an entry order, the awarding organisation will run checks on the remaining order(s) for the learner to identify:</p> <ul style="list-style-type: none">any pre-results award cash-in for which the learner does not have sufficient appropriate results/entriesany pre-results award cash-in for which the learner does not satisfy the terminal rule.

5.2.7 Late Award Cash-in

Rule ID	Process Flow Reference	Party affected	Rule title and description
O58	<i>Late Award Cash-in order submitted by centre</i>	Centre	<p>Centre requests Late Award Cash-in for learner</p> <p>Where the product catalogue indicates that a Late Award Cash-in can be requested, the centre may request a Late Award Cash-in for a learner with appropriate contributing results in a specified period following the publication of results.</p> <p>Message will contain:</p> <ul style="list-style-type: none"> • learner data as in O2 to O14 • Late Award Cash-in entry • centre's order reference (eg for purchase order, if fees are involved and if required by centre).
O59	<i>Late Award Cash-in request validated/processed by awarding organisation</i>	AO	<p>Awarding organisation will validate and process Late Award Cash-in request</p> <p>The awarding organisation will:</p> <ul style="list-style-type: none"> • process learner as in O15 to O20 • verify that: <ul style="list-style-type: none"> ○ the learner has fulfilled any relevant registration requirement ○ the learner does not have conflicting orders due to invalid combinations ○ the learner has sufficient and appropriate results ○ the learner has satisfied any terminal rule requirements • identify any other relevant issues for reporting.
O60	<i>Awarding organisation prepares revised results</i>	AO	<p>Awarding organisation will prepare revised results</p> <p>For successful Late Award Cash-in requests, the awarding organisation will make revised results for learner available to the centre as shown in the <i>Results</i> processes.</p>

6 Service Level Recommendations

These Service Level Recommendations (SLRs) reflect realistic end target dates for all awarding organisations migrating to A2C messages. Awarding organisations aspire to process messages within a shorter time frame. They are subject to UK public holidays and UK standard working days (Monday to Friday).

These SLRs will remain under review by the JCQ^{CIC} during the early years of A2C adoption.

The following SLRs are applicable to this business process:

Service	Description	Examples
Data to be submitted by any specified deadline	Where a deadline is supplied in the product catalogue, centres should submit orders to the awarding organisation by that deadline.	Named Orders for January 2015 Deadline: 21 st October 2014
Delivery of acknowledgement messages to centre	A2C Transport Mechanism will transmit an acknowledgement message immediately to the appropriate centre. This timing will act as the awarding organisation receipt time for all transaction types with fees.	
Return of feedback responses for Named Registrations and Entries, and production of Learner Identifier Update messages	Awarding organisations will expect to return initial feedback responses for orders within three working days of acknowledgement of the order by the transport mechanism. Post load validation feedback (eg ULN verification and/or awarding organisation award cash-in checks) will be returned within a further four working days.	Named Order for June 2015 (March 21 st deadline) Acknowledgement from Transport: 10 th March 2015 Initial Feedback: 12 th March 2015 Post validation feedback: 17 th March 2015
Return of feedback response for Test Resource Booking Orders for on-demand tests	Awarding organisations will expect to return feedback within one working day of acknowledgement of the order by the transport mechanism. Subsequent delivery of test materials will vary depending on the nature of the test delivery model (eg on-screen test versus physical question paper dispatch).	Test Resource booking Order: 21 st May 2015 Acknowledgement from Transport: 21 st May 2015 Feedback: 22 nd May 2015

Service	Description	Examples
Return of feedback response for Late Award Cash-in	Awarding organisations will expect to return feedback within two working days of acknowledgement of the order by the transport mechanism.	Late Award Cash-in Order: 13 th August 2015 Acknowledgement from Transport: 13 th August 2015 Feedback: 14 th August 2015

7 Transaction Types

This section provides business descriptions and contextual information for each of the transactions types that support this business process. All of the transaction types and the associated action codes are detailed in Appendix 3. The transaction types related to order processes are detailed below.

7.1 Centre-to-Awarding Organisation Transaction Types

It should be noted that the availability of, and the need to submit orders for, specific processes will be indicated within the product catalogue for each qualification element of each awarding organisation.

Publish feedback - Learner Identifier Updates: The MIS in the centre will transmit appropriate feedback messages to the awarding organisation on receipt of a learner identifier updates message.

Amend Learner Details: A request to an awarding organisation to amend the personal details or identifiers of a learner for whom an order has been submitted previously.

Named Order (Registration/Entry): A request to an awarding organisation for a Named Order linking a learner with a specific qualification assessment product/assessment event/pre-results award cash-in.

Named Order (Test Resource Booking): A request to an awarding organisation to book test resource (in relation to on-demand or window-scheduled tests, including on-screen tests) for learners for a date/time specified by the centre.

Cancel Named Order: Requests to an awarding organisation to cancel a previously submitted order.

Cancellation is a possible process for Registration, Entry and Test Resource Booking orders.

A2C does not offer any route for amending a previously submitted order directly – the incorrect order must be cancelled so that a new and correct order can then be submitted by the centre. This process may still be designated as an 'amendment' process within the MIS but will involve two processes being advised through A2C. Where the cancellation is the first step of changing a named entry for the learner, the cancellation must be undertaken before the new order is created in order to prevent an invalid combination.

Late Award Cash-in: A request to an awarding organisation for a Late Award Cash-in for a learner during the four week window allowed following the publication of GCSE/GCE results.

Award claims for other products can be claimed either through the main order process, where these can be requested before the publication of results, or through the separate award claim process (see Section 5: Centre Assessed Outcomes and Award Claims).

7.2 Awarding Organisation-to-Centre Transaction Types

Learner Identifier Updates: Upon the initial submission of learner data from a centre, awarding organisations may make AO assigned learner identifier data available for centres to accept into their MIS.

Awarding organisations will publish any AO assigned identifier data upon successful processing of the initial learner data submission from the centre in accordance with SLRs. Centres will accept the learner identifier data.

Publish feedback - Amend Learner Details: The awarding organisation will provide feedback to the centre on a corresponding request to amend learner personal details or identifiers. This transaction type will include data item level feedback for errors and warnings.

Publish feedback - Named Order (Registration/Entry): The awarding organisation will provide feedback to the centre on a corresponding Named Order request for a learner. This transaction type will include any data item level feedback for errors and warnings.

Publish feedback - Named Order (Test Resource Booking): The awarding organisation will provide feedback to the centre on a corresponding Test Resource Booking Order. This transaction type will include data item level feedback for errors and warnings.

Publish feedback - Cancel Named Order: The awarding organisation will provide feedback to the centre on a corresponding request to cancel a previously submitted order. This transaction type will include data item level feedback for errors and warnings.

7.3 New to Old Transaction Type Mapping Table

This table provides a mapping from the transaction types described above back to the related file types in the JCQ EDI format, the Pearson EDIFACT format and City & Guilds' format. For data level information see the New to Old Mapping section in the Appendix.

A2C Transaction type	JCQ EDI/Pearson EDIFACT/City & Guilds Format File Type(s)	Additional information
Submit Named Order (Registration/Entry)	JCQ EDI 'E' file JCQ EDI 'A' file (in context only of new entries for learners already entered in a previous order)	The previous JCQ 'A' files included amendments to both learner details and their assessment details. In A2C, changes to learner details and changes to assessment details will be managed in separate transaction types.
Submit order to cancel previous Named Order (Registration/Entry)	JCQ EDI 'A' file	An order to cancel will include details of the incorrect Named Order (Registration/Entry) that must be cancelled
Submit order to Amend Learner Details	JCQ EDI 'A' file	Previous JCQ 'A' file applied to all general and some vocational qualifications for this transaction type. In A2C this will be available for all qualifications.
Submit Named Order	City & Guilds Form 'D'	
Submit Named Order (Test Resource Booking)	City & Guilds Form 'BB'	
Submit Named Order (Registration)	Pearson EDIFACT REGIST file	
Submit Named Order (Entry)	Pearson EDIFACT ORDER file	