HEE Apprenticeship Service Common Issues/Processes

Rule Name	Description	ILR Value	Apprenticeship Service Value	How to fix
DLOCK_01	No matching UKPRN record found	99999	88888	Mismatch between Digital Account and ILR (Maytas). Check both and correct, changes to AS take up to an hour to feed through. Data mismatches on the Apprenticeship Service will be highlighted against the relevant learner and will allow you to edit and correct. Changes to ILR (Maytas) will require a new ILR uploaded to the Hub.
DLOCK_02	No matching ULN found	12345	(blank)	
DLOCK_03	No matching standard code found	21	22	
DLOCK_04	No matching framework code found	440	441	
DLOCK_05	No matching programme type code found	2	3	
DLOCK_06	No matching pathway code found	9	7	
DLOCK_07	No matching negotiated cost of training and assessment found	7250	7300	
DLOCK_08	Multiple matching records found on the apprenticeship service	12345	Multiple values will not be reported	
DLOCK_09	The learning delivery start month is before the agreed start month	10/06/2018	(blank)	If date on AS is incorrect > Stop learner, input end date as start date. Re-create entry with correct start date. If date on ILR is incorrect > Correct ILR (Maytas) and reupload to Hub.
DLOCK_10	The employer has stopped the apprenticeship			
DLOCK_11	The employer is not currently a levy payer			For information. To check that the learner has stopped on programme.
DLOCK_12	The employer has paused payments for this apprentice			For information. To check that the learner has paused on programme.

Processes	
Completing Learners	When a learner completes their training, you don't need to stop/pause the learner on the Apprenticeship Service. The completion status is picked up via the ILR and reflected in the Apprenticeship Service at a later date.
Pausing Learners	Only pause learners if you are in dispute with the training provider. This is not to be to be used under any other circumstances.
Stopping Learners (break in learning)	You must stop a learner on the apprenticeship service if they are on a break in learning (maternity, sick etc). When they return to programme, they will need to be restarted on the Apprenticeship Service (with a new cohort reference number) and have a second period of training added to the ILR. There will now be two entries for this learner, their stopped record (1st) and new live record (2nd).
Restarting Learners	When restarting learners following a break in learning, ensure the new dates match between ILR and Apprenticeship Service. Ensure the new planned end date has been extended to meet the minimum duration and this must not be the same planned end date used in the first period of training.

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Developed in collaboration with South Tees Hospitals NHS Foundation Trust and Tees, Esk & Wear Valley NHS Foundation Trust.