Skills Funding Agency

Access My Personal Learning Record

Personal Learning Record (PLR)
This is a single record of your achievements. The PLR holds both general and vocational qualification information.

For more information about the service, refer to Gov.UK "PLRs: useful information for learners and parents".

https://www.gov.uk/government/publications/learning-records-service-the-plr-for-learners-and-parents

Why can't I access My Personal Learning Record from National Careers Service website?
Previously, you were able to access your Personal Learning Record via the Life Long Learning Account known as the Learner Record. From the 25th October 2016, this specific service is being de-commissioned and will no longer be available from the National Careers Service website.

Read on, to see how you can still get a copy of your Personal Learning Record, following the steps below……

How will you check my identity?
Fill in and post it to us a copy of the "My Personal Learning Record" form **(appendix A, below)**, along with proof of your name and address.

We'll use the documents you post us to verify your identity. We'll match these to your Unique Learner Number and your achievement record, known as the Personal Learning Record.

You only need to do this once….
Once we've approved your request, you are able to request up to three copies in any given year.

You just need to……..

Fill in and post it to us a copy of the "Request another copy of My Personal Learning Record (PLR)" form **(appendix B, below)**.

Unless your personal information changes, you don't need to provide proof of name and address as long we have previously verified your identity.

What happens if my personal information changes?
The only time you will be expected to re-apply and re-send proof of your name and address is if any of your personal details change ((name, surname or address). Under these circumstances we will need to verify your identity again.

Skills Funding Agency

What's next?

You'll need to post us some personal details.

1. Fill in the "My Personal Learning Record (PLR)" form or "Request another copy of My PLR" form.
2. Print off a copy of the form.
3. Check the form has been completed correctly.
4. My Personal Learning Record (PLR) form
    - Post a copy of the form to us, along with proof of your name and address (photocopies only. No originals required).
5. Request another copy of My Personal Learning Record (PLR) form
    - Post a copy of the form to us.

Post the forms to:

Skills Funding Agency
Business Application Support
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Accepted proof of identity documents

You can't use the same proof of identification for both your name and your address. You must send one proof of identification for your name, and another proof of identification for your address. The table gives a list of proofs of identification you can use.

Proof of name	Proof of address
Current signed passport	Utility bill issued within the last three months
Original UK birth certificate (issued within 12 months of the date of birth in full form, including those issued by UK authorities overseas such as Embassies High Commissions and HM Forces)	Local authority council tax bill for the current council tax year
EEA member state identity card (you can also use this as evidence of address if it carries this)	Current UK driving licence (but not if you've used it as proof of your name)
Current UK or EEA photocard driving licence	Bank, Building Society or Credit Union statement or passbook
Full old-style driving licence	Original mortgage statement from a recognised lender issued for the last full year
Photographic registration cards for self-employed individuals in the construction industry -CIS4	Solicitors letter confirming recent house purchase or land registry confirmation of address
Benefit book or original notification letter from Benefits Agency	Council or housing association rent card or tenancy agreement for the current year

Skills Funding Agency

Proof of name	Proof of address
Firearms or shotgun certificate	Benefit book or original notification letter from Benefits Agency (but not if you've used it as proof of your name)
Residence permit issued by the Home Office to EEA nationals on sight of own country passport	Inland Revenue self-assessment or tax demand
National identity card bearing a photograph of the applicant	Electoral Register entry
	NHS Medical card
	Letter from your school, college and/or training provider (must be on headed paper)

How will I know my request has been approved….

We'll send you a copy of your Personal Learning Record in the post, alternatively contact you by email or telephone if we need more information. We aim to process your request within 4 working days after we've received your application.

Skills Funding Agency

Appendix A – My Personal Learning Record

Please ensure your name, address and contact details are correct before printing the form. Only fill in “Your details” and “Proof of name and address" sections.

Your details……

*Legal Full Name:	
*Address:	
*Date of birth:	
*Email address:	
Mobile number:	
Alternative contact number:	
Unique Learner Number (ULN – often found on your qualifications certificate) if known	

Proof of name and address

Name the documents sent for proof of identity:	
*Proof of name:	
*Proof of address:	

* Mandatory fields

Verification sign off (Official use only)

Date of receipt:			
Authorised by:		Date:	
Countersigned by:		Date:	
Unique Learner No:			
Details for proof of identity:			
Proof of name:			
Proof of address:			

Skills Funding Agency

Appendix B - Request another copy of My Personal Learning Record (PLR)

*Your details……

Unique Learner Number (given to you when you first requested a copy of your PLR)	
Legal Full Name:	
Address:	
Date of birth:	
Email address:	
Mobile number:	
Alternative contact number:	

Verification sign off (Official use only)

Date of receipt:			
Authorised by:		Date:	
Countersigned by:		Date:	
Unique Learner No:			
Request No:			