



TRN Guidance

Teacher Reference Number support guide

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TRN Guidance and Support

Introduction

The Teacher Reference Number (TRN) is a unique 7-digit reference number. Previously, it has been known as QTS, GTC, DfE, DfES or DCSF and may include the letters “RP” and maybe the symbol “/”. **For the purpose of our records, we only need the 7-digit number.** If your number is less than 7 digits, just enter the digits that you have.

You need to give us this TRN so that:

- we have your TRN on our database for our records
- complete mandatory DfE surveys as part of the NPQ programme
- download your official DfE certificate upon successful completion of your programme

I have a TRN but have forgotten it and/or want to check it

You can download a copy of your QTS certificate from the Teacher Services website: <https://teacherservices.education.gov.uk/SelfService/Login>

If you prefer, you can contact the QTS team by email or telephone. You will need to provide the following details:

- Your full name
- Date of birth
- National Insurance Number
- Your email address
- The establishment where you undertook your initial teacher training

Phone on 0207 593 5394. Please state that you are undertaking a National Professional Qualification and require a clarification of your TRN.

Email at gts.enquiries@education.gov.uk

My details are correct, but I receive an error message when logging into the Teacher Services website

Your access to the website <https://teacherservices.education.gov.uk/SelfService/Login> may be blocked or in error for a number of reasons:

- Your account has been blocked for data protection / GDPR reasons
- Your DOB has been registered incorrectly
- You have married / changed your name since achieving your QTS
- Your TRN is wrong (your TRN is not your DfE payroll number)

To resolve the above issues, you must contact QTS at qts.enquiries@education.gov.uk or 0207 593 5394

I have QTLS and not QTS, can I obtain a TRN?

Yes, you can. You will need to ask a representative from the school where you are teaching to contact Capita Teachers' Pensions to request that a Teacher Reference Number is allocated to you. Your employer should know how to do this via the Capita employer portal <https://www.teacherspensions.co.uk/>

I do not have a TRN but I am working and living in England

Step 1: Contact QTS Team

If you know that you do not have a TRN (and do not have QTS or QTLS), then please email the QTS team at qts.enquiries@education.gov.uk

Step 2: Sign up to Galaxkey

You will need to provide certain identification documents via Galaxkey so you can be allocated a TRN. This is a secure email platform to ensure your information is protected:

<https://manager.galaxkey.com/services/registerme>

Please enter your email address that you wish to sign up with and complete the registration process. You will be sent an email to activate your account once you have completed this step.

****TIP**** We recommend using your personal email address as opposed to a work one. Many school domains are blocked by Galaxkey which can cause issues with receiving your emails.

Step 3: Send secure emails to the Teaching Regulation Agency

In Galaxkey, follow these steps:

- Select 'Compose' to start a secure email
- Enter qts.enquiries@education.gov.uk as the recipient
- Input the 'Subject' of the email as: Undertaking an NPQ, do not have a TRN and require a number to be issued
- Please including the following information in your email: o State you are undertaking an NPQ, do not have a TRN and require a number to be issued

- Your full legal name (we will use this to create a record for you)
- Your date of birth
- An email address for us to respond to you at
- Attach a copy of one of the following types of identification as a file to accompany your submission. Please follow the restrictions on file size in the provided guidance:
 - Passport
 - Driving license (full or provisional)
 - Certificate of residence
 - Birth certificate

The Teaching Regulation Agency will use the information you provide to create a permanent record for you and allocate you a TRN. Any copies of personal identification documents you provide will be destroyed once your request is processed. Information about the TRA processes your data is available at the teacher self-service site: <https://www.gov.uk/guidance/teacher-self-service-portal>

Please direct any questions you may have on the above process to the Galaxkey support team on support@galaxkey.zendesk.com. Please note, their response time can vary between 5-7 working days, and further delays may be experienced during peak times.

I am based outside of England and do not have a TRN

Step 1: Sign up to Galaxkey

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- Input the 'Subject' of the email as: Undertaking an NPQ, do not have a TRN and require a number to be issued
- Please including the following information in your email: o State you are undertaking an NPQ, do not have a TRN and require a number to be issued
- Your full legal name (we will use this to create a record for you)
- Your date of birth

- An email address for us to respond to you at

- Attach a copy of one of the following types of identification as a file to accompany your submission. Please follow the restrictions on file size in the provided guidance:
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Contact us

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