

API FAQs

Please find below some user guidance which we hope will support you in implementing and fully utilising the School's Partner reporting API capabilities. Simply click on the question you want to know more about, and you will be taken to the answer within this document.

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What type of API is it?

The API is a REST API.

How does the API work?

The API provides a new way to access the data available within the School's LMS via your own company systems. It provides access to data, (*previously only available by logging in to the School site*), through standard API methods which can then be integrated by your team into other systems.

The API provides one part of the data connection (*access to the data from within the School site*) and you (*the Partner*) provides the other part of the connection by accessing the data and connecting / configuring it with corresponding internal systems or APIs.

Due to the wide variety of systems operated by our Partners, the School cannot assist with this configuration; the API is designed to provide access to the data only. Please refer to the [API Partner Guide](#) for more information.

What are the benefits to me as a Partner?

The API allows Partners to feed data from the School directly into their own systems and keep them updated in real time. Partners may wish to know which of their priority suppliers are School members and what level they have achieved for example, or they may find it useful to know which priority suppliers have completed an allocated Learning Pathway. This is intended to eliminate the need for manual data downloading and reporting.

What data does it provide?

Please refer to the [API Partner Guide](#) which provides details of each piece of data available.

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What data does it not provide?

The API will not provide any data that is not otherwise available to your account on the School site.

What's the cost of using it?

The Partner API is included in the Partner fee – there is no additional cost to access the API. If a Partner does not yet have the capability to implement the API internally, there may be costs associated with this.

How do I use it / what resource do I need to make it work?

Please refer to the [API Partner Guide](#) for further details. The content and the format of the guide is aimed at those with technical experience of working with APIs. A good level of technical knowledge and understanding of your internal systems will be required to implement the API. You may need external consultancy support if you do not have anyone in your organisation that has the necessary knowledge or skillset to connect or configure API integrations.

What do I need to do to implement the API? What internal resources do I need to get started?

The API is a self-service feature where Partners are provided with the ability to use data from the School within their own systems without the technical support of the School team. Please refer to the [API Partner Guide](#) for further details.

This is a restful API that will provide access to School data in a json format - familiarity with webservices, APIs and json will be advantageous to being able to use the API swiftly.

Note that the API will make the data available to be accessed - it cannot automatically place this data where you might want to use it. For the data to be

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visible inside your internal systems your team will need to use the API and the json output to create or configure a way for this to work with your selected system(s). Doing so is the responsibility of each Partner.

Is the API GDPR compliant?

The dataset that is available through the API is the same dataset that can be accessed via the Supply Chain School site for each Partner organisation. Therefore, the data you can view in the site is the data you can use via the API. Access to this data is determined via roles, relationships, and permissions within the site. Compliance with GDPR is both technical, in terms of the site configuration, and legal (*with the required user acceptance of site terms and conditions, data sharing agreements and contracts in place*).

Can you send me proof that it is GDPR compliant?

The Supply Chain Sustainability School confirms that the School site and API is GDPR compliant. As GDPR is a legal concept there isn't an authority that can provide 'proof' of compliance.

What will the reports look like?

The API returns data in json format. This is a data output, not a report and is not graphical. This is a typical webservices output that caters well to large datasets. Examples of the json outputs are included in the [API Partner Guide](#). End-user reports will look different for each organisation depending on how you interpret the data and which system you integrate it with.

How do I choose my end points? Do I have to use all the endpoints?

The [API Partner Guide](#) includes details of each endpoint. You may use all of these if you wish, or a selection of your choice. The guide describes what data each endpoint

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provides and you should use any of the endpoints which will provide the data you require.

The API provides flexibility as to the data you wish to access. You may use all or only some of the endpoints and the choice is yours. Please refer to the [API Partner Guide](#) for details of all the endpoints available.

Can I request a new endpoint?

Not at this time. If new data is added to the School's database, it will eventually be added as an endpoint to the API but the School cannot provide access to information not already included in the School's dataset.

Is there any additional documentation relating to setting up an Open Content Network?

The API provides a method to update the School site data if a Partner has uploaded School resources to their own LMS (*or other platform*) and they wish to record user activity data on the School site. Please refer to The [Partner API Guide](#) and specifically the 'Update resource view' endpoint which will allow data to be passed back to the school to update which user, and when, has viewed specific resources.

How will the API work for Partners who are a "Group of Companies" who all have separate corporate accounts on the School?

Please refer to the [API Partner Guide](#) for how Partners can access the API. Access is granted on a company basis only. Each "company" (*individual cohort / company account*) on the site will have their own separate token and access to the data related to that company.

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If a group of companies wish to separately pool their data to report on it as a collective this is outside the feature set of the current API and would need to be done via a method of their choosing.

How will the API work for Partners who are a “Group of Companies” who all have the same corporate accounts on the School?

As above, each “company” (*individual cohort / company account*) on the site will have their own separate token and access to the data related to that company, inclusive of other companies in the group. The configuration will match that of the School site.

If a corporate account needs to subsequently split the dataset for each of their companies, this is outside of the feature set of the current API and would need to be done via a method of their choosing.

Do I need to have an account with the School to set up the API?

You must have an account with the School to use the API; there is no “Partner generic login”. Fortunately, if you are a Partner to the School, you will have a corporate account. Simply contact your account owner or speak to the School team to access your login information.

Is there any throttling limit applied to the API?

There is no limit, however the speed of the API will be affected depending on the number of requests you make.

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Can I use the API to pull membership level from the Member Directory for suppliers who are not currently in my priority supplier list?

Unless your suppliers are included in your priority supplier list, we are currently unable to provide their data to you.

Can you provide a list of the LMS systems it WON'T work with?

The API is a generic tool that provides an output of data that can then be implemented into virtually any system. This of course relies on the Partner having the internal IT resource and system knowledge to integrate with the desired system. We are not currently aware of any LMS systems that this API cannot be applied to.

If I change my priority supplier list, will the API update automatically or is there any work required from us?

Good news! If you change your priority supplier list the same data will be available through the API automatically. The API endpoints will expose the latest information at the point that a request to the endpoint is made.

How often does the data within the API update?

The API is fully live, providing up-to-date information at the time that it is requested.

I want to see individual Learning Pathway completions, not just company ones – is that possible?

Currently the API provides company level data only. Please feedback to your School contact if you would like to request additional functionality. All requests will be

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considered but we cannot guarantee when any new features will be added.

How do I get data from my LMS system back into our School corporate dashboard using the API so that our member status can get updated? / How does the reverse API work between my LMS system and the School?

The API provides a method to update your School profile with any resources viewed outside of the School. You can use the 'update resource view' endpoint to pass this data back to the School. To do so you will need the user email and the resource id (which you can request from the School if you do not have these). Please refer to the [API Partner Guide](#) for more details.

Membership levels have a variety of conditions which need to be met to maintain and change level, including the number of resources viewed and undertaking assessments on the School site. Please refer the [Membership levels](#) page on our website.

If I have the School's e-learning modules on my internal LMS system and use the reverse API, will I still need to report usage stats on a quarterly basis?

No, by providing your data to the School via the API, you will no longer be asked to provide data on modules completed in your internal LMS.

Can I implement the API in just one direction and not give my data back to the School?

If you are hosting School modules on your internal LMS, we strongly encourage you use the API to report back activity completions. However, how you utilise the API is

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completely within your control, you do not need to provide any data back to the School that you do not wish to.

Do I need to have an account with the School to set up the API? Or is there a generic Partner login?

Yes, as a Partner to the School, you will already have a corporate account. You must have access to this account to access the API. If you do not have a login, speak to the School team.

What about SSO?

The API does not provide any single sign-on (SSO) functionality. Login methods to the Supply Chain School site are unchanged.

Does this API link in with any other industry bodies?

Not at this time, although we would be happy to discuss any proposed integrations or collaborations that you believe would add value to your School Partner experience.

Does this API link in with the carbon calculator?

Not at the time, although this is an opportunity we have been exploring. Please let us know if you see value in this functionality being added.

Who is my point of contact at the Supply Chain Sustainability School?

Please contact Becky on becky@supplychainschool.co.uk