

Dear User,

Clarification on residency queries

We have received a number of calls from learning providers, which relate to the residency criteria for Learner Support schemes. This communication is being sent to answer the two most common questions.

As you are aware learners have to self certify their residency status on application forms for Learner Support schemes. When assisting learners with completing their application form, please encourage them to read the guidance notes that are contained within the application pack, rather than just the application form; the guidance notes give full details and advice on residency criteria. Learners who do not understand which box they should tick after reading through the guidance notes can call the helpline, on **0800 121 8989**, who will be able to advise them.

There are a number of learners who are incorrectly indicating that they do not meet the residency requirements for Learner Support schemes by ticking 'Box E' on the application form. Box E should only be marked where a learner does **not** meet the residency requirements. **Please note that the majority of UK citizens should mark 'Box A'.**

If a learner presents a Notice of Entitlement (NoE) but you have concerns over their residency status, for example you believe that they may have indicated that they are eligible but you believe that they are not eligible; you should discuss this first of all with the learner. It may be, for example, that their residency status has changed and they have not informed you. If you still have concerns after you have discussed this with the learner, you should contact the Learner Support Service with the details of your concern. If necessary, we will investigate this further.

You can contact the Learner Support Service by calling **0845 600 7979**. Please do not hesitate to contact us if you have any queries about this email.

With Kind Regards,

Learner Support Service on behalf of the Learning and Skills Council