



European Union
European Social Fund
Investing in jobs and skills



TRAINING OFFER FOR THOSE UNEMPLOYED FOR 6 MONTHS

A National Skills Funding Agency Programme

Guidance for Providers

April 2010

Version 4.1

1. Introduction

1.1 This document is intended to give Colleges details on the 75,000 FE places announced at the Employment Summit in January 2009, for individuals aged 19 and above who have been in receipt of Job Seekers Allowance for 6 months. It provides key information to support the delivery of this Programme; in particular where the requirements either differ or supplement the normal Skills Funding Agency provision criteria. This guidance should be read in its entirety and alongside the specific LSC/Skills Funding Agency contract documentation of which this forms a part.

1.2 Please note that this is a generic guidance document; the latest version of which will be made available electronically via the Skills Funding Agency website through appropriate links. The following Annexes support this guidance.

- Annex A: Agreed Referral Process with Jobcentre Plus
- Annex B: Common Service Standards
- Annex C: Evidence of Employment with Continuing Training
- Annex CC: Evidence of Employment
- Annex D: Key ILR Fields
- Annex E: Contract Summarisation Rules

Summary of changes in Version 4.0 and 4.1

Details of the Training Offer:	Page 3, change to paragraph 3.2 Page 4, footnote 1 Page 6, change to paragraph 3.8 Page 6, additional paragraphs 3.12 and 3.13
Funding and Payments	Pages 10 and 11, additional paragraphs 7.4 to 7.11 added
Returning Data:	Page 13, paragraph 8.12, confirmation that providers are no longer expected to submit Delivery Statements in addition to ILR returns
Annex D:	Annex D Example Delivery Statement removed and replaced with Key ILR Fields
Annex E	Contract Summarisation Rules
Annex F:	Removed and replaced with new Annex E

2. Context

2.1 At the Employment Summit on 12 January 2009 the Prime Minister announced a package of four measures aimed at ensuring that individuals unemployed for six months are offered continued and relevant support to get back into work quickly. The four parts of the offer are:

- A **recruitment and training subsidy** available to employers.
<http://www.dwp.gov.uk/newsroom/press-releases/2009/april-2009/emp082-060409.shtml>
- A **self-employment package**
- A new approach to **volunteering**
- A new **training** package building on the existing Integrated Employment and Skills approach that will offer a more intensive type of tailored support for those whose skills levels have proved to be a barrier to re-entry into employment. The provision will have a strong labour market focus and will be promoted as the gateway for people to take a significant step up in their skills levels, thereby opening up previously inaccessible career opportunities.

2.2 This document relates to the provision of the new **training** package: the Training Offer for those unemployed for 6 months.

2.3 Contracted Colleges will have successfully pre-qualified through the Qualified Provider Framework (QCF) and will already be in receipt of both Employer Responsive and Adult Learner Responsive funding.

3. Details of the Training Offer

3.1 The intention is that provision under this training offer will be aimed at individuals facing significant skills barriers that prevent them from entering employment. Provision should be designed to provide individuals with the intensive support they need and address the needs of employers based on labour market opportunities.

3.2 It is not intended that this provision will displace any of the support available to individuals to help them to apply for work nor duplicate any other Skills Funding Agency or existing Department for Work and Pensions support contracts. Colleges will need to have established links with local employers to support job search activity, and make use of information and digital technology and work placements wherever possible.

3.3 Training must be focused on skills development. This may involve updating skills where a participant has previous experience or re-skilling the individual to make them more attractive to employers. The barriers faced by individuals at this stage are likely to be more significant and will require a more sustained intervention to improve their chances of gaining employment.

3.4 Training delivered under this offer must progress participants towards the achievement of a full Level 2 or Level 3 qualification or, in exceptional circumstances

adult basic skills provision,¹ that can be continued in-work or around work and is funded through either the Employer Responsive (ER) or Adult Learner Responsive (ALR) funding streams². The Skills Funding Agency expects the College to ensure a clear progression route once in employment through either Train to Gain, an Apprenticeship or through part-time provision outside of working hours so that the learner experiences a seamless journey. This will enable Colleges to manage training at the level of the individual and employer, delivering a much more responsive offer, and a seamless customer journey to the individual.

3.5 Progression towards a Level 2 or Level 3 qualification need not include enrolment onto a full qualification at the appropriate level during the training period if this is not appropriate to the learner. Rather, it should comprise a bespoke learning package that includes the delivery of appropriate units that meet participant and local labour market needs. The Individual Learning Plan at the outset of the programme should clearly identify the full Level 2 or full Level 3 qualification that the learner is working towards.

3.6 Colleges should take account of the availability of unitised qualifications on the Qualification and Curriculum Framework (QCF), and the rules of unit combination to meet achievement Level requirements. Occupational units could also be embedded in delivery of generic employability skills that could also lead to the achievement of a unit of an employability qualification at the appropriate Level.

3.7 The provision will not be limited to the achievement of a 'first' qualification at any level. Participants will be encouraged to move into employment (with training) as early as possible and continue the achievement of the relevant qualification whilst in work.

3.8 Provision may be full-time³ aligned to benefit conditions of claiming Jobseekers Allowance, limited to the maximum number of weeks permitted by DWP/Jobcentre Plus benefit regulations and funding arrangements. Training may be delivered or continue over a longer period on a part-time basis. Jobcentre Plus customers in full-time learning/training for more than two weeks (where approved by Jobcentre Plus) are eligible for a Training Allowance (benefit plus a training premium) that also provides access to support with travel and childcare costs. Such support costs will normally be claimed by the customer directly from Jobcentre Plus. Where the College and Jobcentre Plus agree that the College can reimburse such expenses to the customer on Jobcentre Plus' behalf, and then reclaim the outgoings from Jobcentre Plus, a Service Level Agreement (SLA) to this effect is required.

3.9 This training package must complement other provision previously announced as part of the skills based response to economic downturn. Individuals who have been unemployed for six months will, in many cases, have had (and will continue to have) access to a range of other training support, including the additional £100m worth of employment focused provision aimed at the newly unemployed and

¹ Where basic literacy and numeracy needs are identified, delivery must be embedded within the vocational skills programme at the appropriate level and cannot be funded separately,

² The Employer Responsive funding stream is appropriate where training continues in work; Adult Learner Responsive will be applicable where training continues without a job.

³ Full-time provision is for at least 16 hours a week

those potentially affected by redundancy⁴. It is important that this offer provides a distinctive package of support to both avoid duplicating other offers and to deliver a significant impact on an individual's chance of achieving a job.

3.10 Training delivered must prepare individuals for **real employment opportunities within the labour market**, based on local Labour Market Intelligence. This will also include Jobcentre Plus advertised vacancies and vacancy trends and future job opportunities with reference to labour market information, including College evidence through their business contacts with employers of non-Jobcentre Plus advertised vacancies. Training will be characterised by the following:

- Programmes are flexible and responsive to an individual's circumstances, offering, for example, multiple start dates, continuous provision throughout the year, roll-on, roll-off delivery, part-time and full-time options, and regular start dates;
- Programmes are focused on addressing an individual's employment-related skills needs in order to move participants into work, enabling Colleges to claim **a job outcome and progression towards or achievement of a full Level 2 or Level 3 qualification** (see paragraph 3.4 above) or in exceptional circumstances an adult basic skills qualification at a level that will support the achievement of Skills for Life targets,⁵ subject to the criteria being met;
- Training activity reflects local job opportunities and projected labour market demand as agreed with Jobcentre Plus and identified in a joint regional economic strategy (or similar);
- Training provision is individualised to take account of a participant's work experience, skills development and length of time away from work and provides the opportunity for individuals to refresh existing skills or to retrain;
- Where participants move into sustainable employment their development should be progressed through continuing training wherever possible funded through the Employer Responsive or Adult Learner Responsive funding streams.

⁴ The Response to Redundancy offer is available from 1 April 2009 to end December 2010 and will deliver training specifically tailored to local labour market opportunity and was launched in April 2009. The total package of £50m from ESF and £50m from Train to Gain has been tendered through a single procurement exercise to those providers pre-approved to bid for Employer Responsive provision. This offer is aimed at delivering a short, sharp, employer-driven intervention to equip an individual with the skills needed to be immediately more effective when they start work in a particular sector and is specifically targeted at:

- Those under notice of redundancy;
- Those covered by a consultation of possible redundancy;
- The newly unemployed; and
- The longer-term unemployed who are 'job ready'.

⁵ Level 1 or above for Literacy/ESOL achievement and Entry Level 3 for numeracy achievement currently count towards the 2011 and 2020 Skills for Life targets.

3.11 In addition, the College must be able to offer the following range of skills products and activities according to, and tailored to, the needs of the individual as part of, and embedded within, the skills training package:

- Training Needs Analysis;
- Individual Learning Plan;
- Skills for Life diagnostics (including ICT) and delivery of appropriate training⁶;
- Embedded Information Advice and Guidance and learner support;
- Regular progress reviews;
- Job search, application and interview activities;
- Work placements and/or work trials wherever possible;
- Exit interviews; and
- Customer tracking.

Developing and Reviewing the Provision Package

3.12 Colleges will work with Jobcentre Plus to identify skills needs required by employers in relation to labour market intelligence. In order for Colleges to meet demand in a timely manner it is expected that they will prepare for delivery through planning activity undertaken with direct support from Jobcentre Plus. It is expected that Colleges will deliver bespoke provision based on local labour market intelligence and employer demand. An agreed process and Common Service Standards that should be adhered to in relation to working in partnership with Jobcentre Plus is set out in annex A and annex B respectively.

3.13 We expect Colleges and Jobcentre Plus to meet regularly to review the provision offer based on local market opportunities within districts as well as develop an understanding of the projected referral patterns and flows. This should help to ensure that delays are kept to a minimum and referrals start as quickly as possible.

4. Eligibility

4.1 The training package is available from April 2009 to Jobcentre Plus customers aged 19 or over who have been unemployed and claiming Jobseekers Allowance for 6 months or longer. It will cover eligible Jobcentre Plus customers who, from the start of the offer, are already at the 6 month stage of their claim, as well as those reaching the 6 month stage of their claim period thereafter, including customers who have been fast tracked by Jobcentre Plus.

4.2 Colleges should note that Jobcentre Plus is responsible for determining the eligibility of referred customers reaching or at the 26 week stage of their claim, including those eligible under Stage 3 of the Flexible New Deal regime and those who have been fast tracked to Stage 3. Colleges are not expected to check the eligibility of every customer referred by Jobcentre Plus, including those that have been fast tracked.

⁶ Where basic literacy and numeracy needs are identified delivery must be embedded within the vocational skills programme at the appropriate level and cannot be funded separately

4.3 Colleges are responsible for checking that the age criteria (19 plus) is met and also the **suitability** of the provision offer to the referred customers, given the customer's existing skill levels and experience.

4.4 Potential participants will normally be identified and referred by Jobcentre Plus Advisers but could also be referred by **nextstep** advisers identifying suitable candidates as part of their skills action planning, or by Colleges directly recruiting potential participants. A referral process and common service standards agreed with Jobcentre Plus are attached as Annex A and B respectively.

4.5 Potential participants identified by Colleges or **nextstep** advisers should be referred to Jobcentre Plus to formally approve an individual's eligibility and engagement in full-time provision before provision can start. Arrangements can be made with Jobcentre Plus whereby an individual's eligibility for the programme can be checked over the phone. These customers are still expected to attend a Pre-Entry Interview.

4.6 In all cases, the Colleges will be expected to advise individuals, especially part-time individuals, to ensure that the training programme they undertake conforms with their benefit conditionality and to check with Jobcentre Plus if there is any uncertainty. Contracted Colleges will work effectively with Jobcentre Plus to minimise bureaucracy for the customer in any recruitment processes.

4.7 Colleges will be expected to support participants who have been diagnostically assessed and require brief episode exceptional learning support to commence this training. Funding for any exceptional learning support will be met from this programme. Colleges will be expected to estimate the total overall costs and the length of time over which the support will be required. Where the total costs of the brief episode is in excess of £1,000, then the College should seek written permission from their Skills Funding Agency Account Manager. Further guidance can be found in the LSC's *Funding Guidance Update 2009/10 v 4.2*.

http://readingroom.lsc.gov.uk/lsc/National/FundingGuidanceUpdate_0910_v4_2.pdf

Definition of terms

- (a) **aged 19:** an individual who is aged at least 19 or over at the start of the provision offer.
- (b) **unemployed and claiming Jobseekers Allowance:** an individual of appropriate age who is not just 'without work' but is available and actively seeking work⁷.

⁷ This is based crucially on key elements of the International Labour Organisation definition but also recognises the conditions for receipt of Jobseekers Allowance: The "unemployed" comprise all persons above a specific age [19 in this case] who during the reference period were:
(a) "currently available for work", i.e. were available for paid employment or self-employment during the reference period, and
(b) "seeking work", i.e. had taken specific steps in a specified reference period to seek paid employment or self-employment."

- (b) **job outcome:** a job of at least 16 hours a week that starts within 13 weeks of the end of training provision under this offer and that lasts for at least 4 weeks.
- (c) **continuing training supported under ER or ALR funding streams:** progression towards the qualification started under this training offer that starts within 13 weeks of the end of the initial training provision funded under this offer.

5. Contract Arrangements

5.1 This provision will be contracted to Colleges who are able to deliver training to long-term unemployed Jobcentre Plus customers. Colleges will also need to be in receipt of both Adult Learner Responsive and Employer Responsive funding in order that they can ensure a seamless progression for the individual from this programme into in-work training through mainstream funded delivery.

5.2 Contract and delivery schedules have been issued to contracted Colleges by the managing Skills Funding Agency Account Manager. Colleges should ensure these are promptly signed and returned along with the supplied Appendix 2 spreadsheet that needs to be completed with the estimated monthly profiles for each contract deliverable. This guidance document also forms part of the contract.

5.3 Colleges must meet with Jobcentre Plus to agree likely referral trends and manage this within the maximum contract value, initially for the financial year to 31 March 2010, and maximum contract values in the financial year thereafter to 31 March 2011. Contract duration is from 1 April 2009 to 31 March 2011.

5.3 Colleges need to work closely with their Skills Funding Agency Account Manager to ensure this funding achieves maximum impact in supporting the target individuals, and to ensure the linkages to any other provision are identified and fully utilised.

5.4 Sub-contracting elements of this provision would detract from one of the aims of the policy. Only in exceptional circumstances should elements of this provision be sub-contracted (ie specialised niche provision from outside the College which is required to meet labour market needs).

5.5 Due to the changing economic and political landscape, the Skills Funding Agency and Jobcentre Plus approach and associated processes may change during the life of any contract. In such circumstances Colleges will be expected to adapt their offer and processes accordingly.

6. Performance Management

6.1 College performance will be reviewed both monthly and on a quarterly basis, starting from November 2009 (formally covering performance in August, September, and October). The level of funding allocated to Colleges may be adjusted to take account of performance and labour market demand, resulting in a funding re-allocation within regions. Should the need arise, funding may also be re-allocated between and across regions and/or Colleges.

6.2 The Skills Funding Agency, in partnership with Jobcentre Plus and **nextstep**, will review the continuing applicability of the College offers to the customer group alongside data and MI generated for each stakeholder (at Jobcentre Plus District level). **Performance will be measured on the basis of submitted Individualised Learner Record data.** The Skills Funding Agency reserves the right to:

- reduce the contract value on the basis of poor performance;
- vary the contract deliverable values within the maximum contract value and as long as agreed tolerances are not exceeded; and
- re-prioritise the funding against different geographical areas based on need as agreed locally or nationally.

7. Funding and payments

7.1 Funding will be available to support provision for learners up to a maximum of £1,500 per learner. A nationally consistent funding model, based on the delivery of guided learning hours (GLH)⁸, has been agreed as follows:

- Between 9 and 14 GLH: £270
- 15 to 44 GLH : £500
- 45 to 74 GLH : £850
- 75 GLH or more : £1,200

7.2 All of the above bandwidths include the production of an Individual Learning Plan.

7.3 In addition, funding of £300 is available for a successful job outcome and progression into further training delivered through the Employer Responsive funding stream. Colleges must evidence both the job outcome and the training start in order to claim the output payment. The payment points are as follows:

1. **Individual Learning Plan and first 9 GLH of training:** An initial payment of £200 will be triggered once the Individual Learning Plan has been completed and the first 9 hours of training in any glh bandwidth have been delivered.
2. **Delivery of training:** The remainder of the funding for the relevant bandwidth will be triggered on completion of the training when a correctly completed

⁸ “Guided Learning hours (glh) are defined as all times when a member of staff is present to give specific guidance towards the learning aim being studied on a programme. This definition includes lectures, tutorials and supervised study in, for example, open learning centres and learning workshops. It also includes time spent by staff assessing a learner’s achievements, for example in the assessment of competence for National Vocational Qualifications (NVQs). It does not include time spent by staff in the day-to-day marking of assignments or homework where the learner is not present. It does not include hours where supervision or assistance is of a general nature and is not specific to the study of the learners.” The study of the learners on this programme is to move them into work, therefore this activity will be appropriate to the course. Tutorials, etc incurred for the purposes of this programme will include IAG support. Distance learning is not funded under this offer but can be delivered, where necessary, in addition to funded GLH in any bandwidth.

Employer Responsive ILR has been submitted.

- 3. Job Outcome and progression through continuing training:** Once training funded under this Programme is completed and the individual has entered employment and started training supported by funding via the Employer Responsive funding stream with evidence as set out in Annex C or Annex CC attached, and a correctly completed ILR has been submitted.

Example: Learner A undertakes 47 hours of pre-employment training, enters employment, then commences / continues into a Level 2 qualification (via the Employer Responsive or Adult Learner Responsive funding) either on entering employment or within a maximum of 13 weeks.

The funding for Learner A is £1,150 made up of £200 for the Individual Learning Plan and first 9 GLH, £650 for delivering 47 GLH in total (i.e. the remaining payment for GLH Band 45-74) and £300 for a job outcome with training funded through the Employer Responsive or Adult Learner Responsive funding streams.

7.4 If a learner leaves the programme early for any reason, the funding for that learner will be calculated based on the actual glh delivered as indicated on the Individualised Learner Record, rather than based on the programme duration specified on the ILR.

ILR Requirements

7.5 When completing the ILR for this programme Colleges should follow the guidance at Annex E. Additional guidance is also available in the ILR Specification for 2009/10 and the Employer Responsive Provider Support Manual available on the ILR Documents web pages of *the information authority's* website at

<http://www.theia.org.uk/downloads/ilrdocuments/>.

7.6 There are some specific codes that are required on the ILR as follows:

Field L45 (Unique Learner Number) – must be completed for all learners as this will be used to track learners as they progress into employment and onto further training via the Employer Responsive or Adult Learner Responsive funding streams.

Field A09 (Learning aim reference) – use code ZSPE0001 for the pre-employment training learning aim.

Field A10 (Skills Funding Agency Funding stream) – use code 80.

Field A49 (Special Projects and Pilots) – use one of codes SP019 – SP022 depending on the number of guided learning hours being delivered.

This field should be completed with the expected guided learning hour band at the beginning of the programme. If the learner has undertaken more hours than originally expected by the time they complete, field A49 should be updated with the SP code that reflects the guided learning hours actually delivered. This will ensure that the College receives the correct payment when the learner finishes.

Field A61 (Project dossier number) – this field must be completed with the relevant project dossier number.

Field A62 (Local project number) – this field must be completed with the relevant local project number.

Field A67 (Length of unemployment before starting) – this field must be completed with one of codes 01 to 05. Code 01 can be used for learners who have been fast tracked by JCP.

Field A68 (Employment Outcome) – this field is used to record and claim job outcome with training payments as follows:

01 Employment outcome (with training) gained on eligible funded programme

02 Employment outcome (without training) gained on eligible funded programme

99 No employment outcome gained.

Code 99 should be used until the actual employment outcome is known, and then updated as required.

7.7 When a learner is undertaking an accredited unit or qualification the accredited aim should be recorded in addition to the funded ZSPE0001 aim. Code SP023 should be used in field A49 so that this additional aim does not generate duplicate funding.

ILR Requirements for other-funded continuing training

7.8 When a learner is continuing with a qualification under mainstream Employer Responsive or Adult Learner Responsive funding after the pre-employment training period, the original pre-employment qualification aims should be closed and new learning aim(s) opened for the remainder of the learning to be undertaken. The start date for the new learning aim(s) should follow on from the end of the pre-employment training learning aims.

7.9 If the learner has found a job with training and is completing a qualification funded from the Employer Responsive funding stream (via Train to Gain or an Apprenticeship) this should be recorded on the current Employer Responsive ILR return already being used for the learner.

7.10 If the learner has not found a job with training but wishes to complete a qualification and will be funded through the Adult Learner Responsive funding stream, an ILR record for the learner and the learning aim being undertaken will need to be returned on a learner responsive ILR return.

7.11 In all cases field A51a (Proportion of funding remaining) must be completed on the learning aims to be funded through mainstream provision to allow the correct calculation of funding where a qualification has already been started under the programme. Detailed guidance on the use of field A51a is available in the LSC *Funding Guidance 2009/10: Principles, Rules and Regulations*.

7.12 Payment will be made via the BACS system on a monthly basis.

8. Reporting and Data Returns

8.1 Reporting on this programme will be via Employer Responsive ILR data submissions from November 2009 onwards. To meet the payment timetable actual delivery will need to be reported by the fourth working day of the month following the period being claimed in accordance with the published Employer Responsive returns timetable, which can be found on *the information authority's* website:

<http://www.theia.org.uk/downloads/ilrdocuments/>.

8.2 Other general information about completion of the ILR and tables of codes to be used can also be found here.

8.3 Colleges should note that customer records should be transferred securely in accordance with Cabinet Office guidelines that can be viewed via the following link:

http://www.cabinetoffice.gov.uk/media/cabinetoffice/csia/assets/dhr/cross_gov080625.pdf

8.4 When completing the ILR for this training offer, Colleges should follow the guidance in the ILR Specification for 2009/10 and the Employer Responsive ILR Provider Support Manual available on the ILR Documents web pages of *the information authority's* website at:

[The Information Authority - Downloads - ILR Documents - ILR guidance documents for 2009/10](#)

Returning data

8.5 Data for this training offer must be returned in an Employer Responsive ILR return. Other ILR returns or ESF short records cannot be used to return data on this programme.

8.6 There are two methods for returning data on the ILR to the Data Service. These are as follows:

(a) via a batch file extracted from the College's own management information system and uploaded to the Data Service's on-line data collection portal; or

(b) via the Data Service's provider on-line system where the data are entered record by record. This method is aimed at Providers with low numbers of learners.

8.7 Colleges should agree with their Skills Funding Agency Account Manager which method they will use.

8.8 Colleges who are already returning an ILR should return data for the programme using the same return method as for their existing provision. For Colleges sending a batch file, the data should be sent in the same file as their existing Employer Responsive data.

8.9 Colleges making batch returns should ensure that where the guidance states that a field should be left blank, the appropriate null value is returned in the batch file (ie zero for numeric and date fields and space filled for alphanumeric fields).

8.10 The *information authority* publishes a paper ILR form that Colleges can use to collect ILR data but it is not compulsory to use this ILR form. Colleges may use their own forms or systems to capture the data required for the ILR if they wish. More information about the requirements these forms must satisfy can be found in the Employer Responsive ILR Provider Support Manual (see above).

8.11 Colleges who are using the Data Service's provider on-line system to return ILR data may find it beneficial to use the *information authority's* ILR form, as the provider on-line screen layouts match the ILR form layout.

8.12 Guidance on the completion of key ILR fields that should be recorded on the Employer Responsive ILR, are provided in Annex E to this Guidance. Please note that Colleges are no longer expected to submit Contract Delivery Statements.

9. Evidence Requirements

9.1 As part of the Skills Funding Agency audit regime, activity delivered through this Programme will be incorporated into the auditing of a College's activity as a whole. As well as the general audit requirements the following specific evidence is highlighted below, this also includes the evidence requirements for the non-payment monitoring deliverables within the contract.

9.2 The evidence requirements for specified contract deliverables are fully detailed in Appendices and Schedules of the contract. In addition, Colleges will need to keep evidence that programme participants are:

- (a) Aged 19 or over and eligible to receive Skills Funding Agency funding;
- (b) Living within the contracted delivery area;
- (c) Meeting the eligibility requirements described above.

9.3 Colleges must ensure that evidence of employment with training required in respect of job outcome payment criteria is collected on annex C template and retained for audit purposes. Where exceptionally an individual enters a job that is not related to the training provision that is continuing (for example where someone who is continuing with training to become a plumber but has taken a job working in a restaurant), evidence as set out in annex CC is required. Annex C/CC templates have been approved as meeting the minimum evidence requirements. The College

will need to collect and retain the completed forms as auditable evidence of both a job outcome and training progression.

9.4 Where additional deliverables / evidence requirements have been added to a contract to meet differing regional requirements, for example, additional learning support, these evidence requirements will be available as an Annex to this Guidance via your Skills Funding Agency Account Manager.

10. Further Guidance

10.1 For any enquiries or further assistance please contact your Skills Funding Agency Account Manager.