Welcome to the June e-bulletin from the LSC’s Learner Support Directorate. The e-bulletin provides information about the changes to the ways in which the LSC’s different Learner Support schemes are administered.

This month we explain the update to our provisional timetable. We have also produced an e-bulletin specifically for the two pilot areas: the South West and South Yorkshire. If you are in a pilot area please look at the pilot-specific version which you can find at: www.lsc.gov.uk/providers/moneytolearn/lss/ebulletins

If you would like your name added to our distribution list please contact: Ben.Petter@hillandknowlton.com

In June’s stakeholder e-bulletin:

1. Service update – updated provisional timetable
2. Training events
3. Application resource pack
4. Entry to Employment declaration forms
5. Residency checks for learner support
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1. Service update - provisional timetable as at June 2008

In the May edition of the e-bulletin, we outlined a provisional timetable for the changes to the application and administration processes. There are now some updates to this timetable so please take a moment to read this item.

Online and Telephone application channels

Applications can now be made by paper application form or by calling the learner helpline. However, we have experienced some issues with the new online system in testing, and we want to ensure that it is absolutely right before we make it available to learners. We are working hard to make the required changes and we will have the online application available as soon as possible.

This delay is disappointing, but there has not previously been an on-line facility. At this stage we cannot give a reliable revised date, and indeed we think it best to work on the presumption that the on-line applications will not be possible for some time. We will continue to keep you updated through future editions of this e-bulletin.

In the meantime, learners can apply for EMA and ALG by calling the learner helpline on 0800 121 8989. This is a free phone number on which learners can check their potential eligibility, make an application and find out more about the other nationally administered schemes.

Learners can also apply for EMA or ALG by completing a traditional paper application form. Please see Item 6 for details on how to order application forms.

Introducing the Learning Provider Portal

During the summer, the new Learning Provider Portal (LPP) will replace EMASYS. It will enable you to monitor attendance of learners and make decisions about payments. As we outlined in the last e-bulletin, the LPP will be very similar to EMASYS.

We will make a steady transition to the new Learning Provider Portal so we are sure to manage the risks of the introduction of the new IT.

The first step in this transition will be a temporary attendance monitoring and payment service for those Learning Providers who need to make payments to new starters from week commencing 7th July, predominately work based learning providers. This solution will be very simple and be absolutely focussed on supporting you in making payment decisions for your learners.

We will be writing to EMASYS superusers in the next few days to inform them of this temporary solution. This superuser email will include details on how to access and use the system, and the process for monitoring attendance and making payments.

Administering other nationally administered schemes

Arrangements for the other nationally administered schemes (Sixth Form College Childcare, Residential Support Scheme, Dance and Drama Award and Care to Learn) will remain unchanged until later in the year.
2. Training events
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We have organised a series of training seminars in June and July for administrators who are using the new Learning Provider Portal (LPP). At the time of writing there have been 8 such events, which have been well attended and feedback has been positive.

We are targeting anyone who uses EMASYS and ALG systems. The training seminars are particularly relevant to those people who have not used EMASYS before, e.g. administrators who have previously only dealt with ALG, and new Entry to Employment (e2e) providers.

It’s not too late to book one of these training seminars as there are still some places left in:
- Lincoln – Wednesday, 2 July
- Norwich – Thursday, 3 July
- Hull – Thursday, 10 July
- Milton Keynes – Thursday, 10 July
- Cambridge – Wednesday, 16 July
- Stoke on Trent – Wednesday, 30 July
- Brighton – Thursday, 31 July

To find out more about these events and to register for a place please log onto www.livegroup.co.uk/lssportals.

3. EMA application resource pack
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The EMA application resource pack is now available at http://readingroom.lsc.gov.uk/lsc/YorkshireandtheHumber/App_form_RP_2008-09_Final_Version__2_.pdf and has been designed to take you through the steps for completing an application form in detail. This year the pack will only be available online.

4. Entry to Employment declaration forms
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Learners enrolling on Entry to Employment (e2e) from June 30th will be eligible for EMA of £30 per week. They will not require an income assessment in order to be eligible as long as they meet all other criteria to receive EMA.

In order to support these young people we are asking e2e providers to complete an e2e declaration for each learner that they intend to enrol. The declaration can be downloaded from http://ema.lsc.gov.uk/resources/support-materials/ and should be returned with the learner’s application form.

A superuser email with more detail will follow shortly.

5. Residency checks for learner support
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From the 2008/09 EMA/Learner Support/Academic Year, Learning Providers will no longer be required to perform a residency check to determine a learner’s eligibility for Learner Support. Instead, learners will self-certify their eligibility when they complete their application form by selecting the appropriate section that describes their circumstances.
The application form guidance notes provide advice and guidance to learners on how to complete this section, and learners can also ring the helpline for assistance.

Although Learning Providers no longer need to check residency eligibility for Learner Support, this does not remove the need to check a learner’s residency eligibility for entitlement to free education, which should be completed at enrolment. It is important that Providers continue to check a learner’s entitlement to have their education fees paid, because the residency eligibility criteria for free education, and the criteria for Learner Support have some important differences.

6. How to order application forms and marketing materials
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Paper application forms will no longer be limited within the pilot regions.

Education Maintenance Allowance (EMA)
To order paper application forms and marketing materials for EMA please contact LSC Publications (also known as Prolog):
LSC Publications
PO Box 5050
Sherwood Park
Annesley
Nottingham
NG15 0DJ
Tel: 0845 602 2260
Fax: 0845 603 3360
Minicom: 0845 605 5560
e-mail: lsc@prolog.uk.com

Please remember to quote the publication numbers when you place your order. A full list of EMA publications can be found at http://ema.lsc.gov.uk/resources.

Adult Learning Grant (ALG)
ALG application forms and other marketing materials are also available from Prolog on 0845 602 2260 and Learn Direct on 0800 100 900.

Please remember to quote the publication numbers when you place your order. A full list of ALG publications can be found at http://alg.lsc.gov.uk/resources/resourcematerial.

Care to Learn
Care to Learn paper application forms can be obtained from the DirectGov website at www.direct.gov.uk/caretolearn or by calling the Learning Provider helpline on 0845 600 7979.

Application forms and marketing materials are also available in Prolog. Please remember to quote the publication numbers when you place your order. A full list of publications can be found at http://caretolearn.lsc.gov.uk/resource.

Sixth Form College Childcare
The Sixth Form College Childcare application form is available from the Learner Provider Helpline on 0845 600 7979.
Dance and Drama Awards

For Dance and Drama Awards, learners should contact their chosen DaDA School directly for an application form and details of applying for audition.

Dance and Drama Award leaflets are also available in Prolog. Please remember to quote the publication number - LSC-DD1.

7. Helpline numbers for learning providers and learners
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There are specific telephone helplines for learning providers and learners. Please check below as the numbers differ depending on the academic year.

Learning provider helplines:
- **2007/08 applications**: If you have any queries or payment issues about applications being made in the current academic year, please continue to call the existing number 0800 056 2811
- **2008/09 applications**: 0845 600 7979

Learner helplines
- **for 2007/08 EMA queries (i.e. current academic year)**: 0808 101 6219
- **for 2008/09 EMA applications**: 0800 121 8989

8. Keeping you informed
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We obviously want to make sure that you are kept up to date with our plans for the Learner Support Service.

We are posting all the e-bulletins and other information on the provider pages of the LSC site at: [www.lsc.gov.uk/providers/moneytolearn/lss](http://www.lsc.gov.uk/providers/moneytolearn/lss)

We have produced a number of briefing packs to help inform you of the changes we are making to learner support. There are packs available for:
- Connexions advisors;
- Work based learning providers;
- Next Steps and Learn Direct;
- Student support advisors; and
- School administrators.

These packs are now available online at [www.lsc.gov.uk/providers/moneytolearn/lss/](http://www.lsc.gov.uk/providers/moneytolearn/lss/).

We would like to hear from you about other ways in which we could keep you informed. For example:
- are there other internal communications vehicles that we could forward this e-bulletin through?
- are there aspects of the changes you would like more information on – please contact us at: mftlearnersupportupdate@lsc.gov.uk
9. Background to the new Learner Support Service
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If you would like to know more about the Learner Support Service or Learner Support
schemes which include the Education Maintenance Allowance (EMA) and Adult Learning Grant
(ALG) please go to: http://www.lsc.gov.uk/providers/moneytolearn. You can also view all
previous e-bulletins at this address.