Welcome to the second edition of the Learner Support Partnership Team Update, which aims to tell you more about the work of the LSC’s Learner Support team, including the latest on policy developments; and how you can help deliver this support to learners.

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LSC appoints Capita for learner support services

As you may be aware, the Learning and Skills Council (LSC) terminated its contract with Liberata on Friday 28th November and appointed Capita to deliver its full range of Learner Support Services, including EMA and ALG.

Liberata encountered a number of technical difficulties, including delays in processing learners’ applications, difficulties in making payments and delayed services on the learner and learning provider telephone helplines.

Capita are bringing in a new senior management team to oversee the staff and operations in Coventry, Manchester and Darlington processing centres.

During this process our priority is – and has always been – to ensure that all possible steps are taken to reduce the delays and to prevent learners suffering as a result. The number of applications...
awaiting assessment has now been reduced to fewer than 11,000. We expect that following Capita’s appointment, this backlog will be cleared within the next few weeks.

**Action points:**
Colleagues are asked to please reassure learners via their providers that:
- the transfer will **not** adversely affect learners
- outstanding applications **will continue** to be processed
- payments **will continue** throughout the transfer period.

Please note that there won’t be any immediate changes: the learner and learner provider helpline will continue (with the same number).

**Action point**
Learning providers should please use the systems already in place to make payments to learners.

Capita hope to make changes to improve the system, but they will need time to put these into place. However, as you can appreciate, the transfer of all this information is a major task. Thank you for your patience.

We will continue to keep you informed of any changes that take place through the Money to Learn section of the LSC website and regular communications, such as the monthly e-bulletin to our stakeholders.

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**EMA campaign focuses on NEET participation**

A PR campaign to reach NEETs (those who are Not in Employment Education or Training) and those who have just left school is being delivered for six weeks starting on Monday January 12th.

The campaign is split into three parts:
- **EMA roadshow** – a mobile unit, with Connexions advisers on board, will travel to various UK destinations (see below) over four weeks, providing fun, entertainment and information on EMA.
- **Regional radio promotion** – airing three inspirational case studies running continuously throughout the six weeks and directing people towards the mobile unit.
- **Kiss Academy** in London – a one-day workshop for up to 50 people with the chance to join in hands-on activities and learn from various experts (e.g. dance choreographers).

The destinations for the unit are as follows:
For further information, please contact melissa.byrne@lsc.gov.uk

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Learner Support policy messages

This section of the update looks at the latest policy messages and guidance.

EMA 2008-09 Administration Funding and Census

EMA administration funding is available for providers of Entry to Employment (E2E) and Programme Led Apprenticeships (PLA) for the third and final year.

Funding of £25 per EMA learner will be paid to providers with 10 or more EMA learners. This will be based on the number enrolled on the Interim Learning Provider Portal (ILPP) as at 3 November 2008.

However, because of the delays in setting up learners on the ILPP, there will be a second ‘mop up’ census on 30 January. This means that providers will not lose out on any administration funding as a result of learners not being enrolled in time for the 3 November census.

Please note that if there was an increase to the number of enrolled learners as at 3 November additional funding will be paid. A reduction in the number of learners will not affect any funding already paid.
Outstanding EMA payments 2007-08

Please note the following action points about outstanding payments.

Action points:
Outstanding payments for 2007-08 for learners who were transferred from EMASYS to the Interim Learning Provider Portal (ILPP) at the end of August 2008 must be paid using the ILPP.

For those learners who were not transferred to the ILPP, please use the pro-forma that was emailed to all learning providers via a user email on Monday, 10 November. Please make sure you use this form and not the earlier pro-forma emailed on Tuesday, 4 November as this had some formatting problems – which are now resolved.

Deadlines to return pro-formas
Providers need to ensure that the 10 November pro-formas are returned to the Learner Support Service at LSCEnquiries@capita.co.uk by Wednesday, 31st December 2008.

For work-based learning progression the deadline is 31st May 2009.

If you have any questions, please contact the Provider Helpline on 0845 600 7979.

Care to Learn:

Changes to residency criteria for 2008-09

The residency question on the 2008-09 application form will be disregarded by the Learner Support Service with immediate effect when assessing Care to Learn applications.

The residency requirement for eligibility for Care to Learn for 2008-09 will be as it was in previous years. However, residency rules for Care to Learn are under review and colleagues should be aware that some people may not be eligible for support from September 2009.

Please note that learners who are part-way through a course should continue to be eligible for childcare support until the completion of the course, regardless of any changes in residency criteria.
**Action:**
Please advise any young parent who has already applied for Care to Learn and been turned down on residency grounds to contact the Learner Support Service helpline on 0800 121 8989 for advice.

Any costs incurred by those who are eligible for Care to Learn for childcare already provided will be backdated to the date the childcare and course started, up to the Care to Learn weekly support limits of £160 or £175 in London.

More information and other criteria for Care to Learn can be found on the [LSC website](http://www.lsc.gov.uk/). If you have any further questions, please contact Emma Stewart on Emma.stewart@lsc.gov.uk

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**Subscribe to the Partnership Team update**
The update will be emailed every two months – so the next issue is scheduled for February. If you would like to comment, give us feedback or have your name added to the distribution list, please email us at: learnersupportupdate@lsc.gov.uk

We hope that you find this update useful. If you are unsure about anything, the teams available to help you are listed in the [first issue](http://www.lsc.gov.uk/).

**Subscribe to the Learner Support Service e-bulletin**
We also produce monthly e-bulletins for learning providers and partners to keep you updated about the latest developments with Learner Support System. If you would like to be on the mailing list please email: mftlearnersupportupdate@lsc.gov.uk

Past e-bulletins, together with more information including Q&As and communications and training materials can be found at: [https://www.lsc.gov.uk/providers/moneytolearn/lss/ebulletins/](https://www.lsc.gov.uk/providers/moneytolearn/lss/ebulletins/)

**More information?**
For more information on each of the strands of the Learner Support Programme please visit the LSC website at [http://www.lsc.gov.uk/providers/moneytolearn/](http://www.lsc.gov.uk/providers/moneytolearn/)

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