



Frequently Asked Questions (FAQs) for grant holders

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What will WDF fund?

The WDF will fund a range of



not fund induction or mandatory training. There is currently funding available to support new recruits into the sector and for some essential refresher training for existing staff for training completed by 31 March 2024. For more information click [here](#).

Why is it only possible to claim funding for learning programmes delivered by

Skills for Care is confident that the content of these programmes meets employer need. Our endorsed providers have completed a quality assurance process with us to demonstrate that they deliver high quality learning and in applying for a licence to deliver the funded learning programmes have demonstrated that they have the capability to deliver the learning outcomes specified.

Why can I/my members only claim funding for RQF diplomas that have been



emailing a response to your member.



If your member is still not satisfied following the response from their Locality Manager, they can make a formal complaint to Skills for Care in writing, by following our [feedback policy](#)



If no payment is made then you need to inform your Disbursements Assistant in writing so that the claims can be removed from your grant and the value of the claims paid back to Skills for Care, or alternative claims can be submitted to the same amount.

What do I do if I/my members have issues with learning providers?

Learning providers are chosen by employers at their own discretion. Skills for Care recommends that employers have a written agreement with their learning provider when commissioning learning and development.

If employers are unhappy with a learning provider, they should consider alternative providers. Any issues between employers and learning providers should be resolved directly between the parties involved.

You can use Skills for Care's [endorsed provider directory](#) to search for high quality learning providers.

A learning provider has offered to deliver qualifications to my members and has assured them that these qualifications are fully funded through the WDF. OR, when looking for a learning provider, their website states that the qualifications they deliver are fully funded through the WDF. Is this correct?

No. This is because:

- the DHSC provides a finite amount of money and each partnership/grant holder receives a limited amount of funding
- as the funding year progresses, there is a chance the money will run out
- employers need to pay the learning provider for the learning that is being commissioned and then reclaim a funding contribution through their WDF partnership on completion
- there is a funding cap of £2,000 per learner
- some partnerships may cap organisations' claims
- we advise that employers seek clarification from any learning providers making such promises as they cannot provide this guarantee.

Please note: This year Skills for Care has made some funding available through our endorsed learning providers to run our leadership learning programmes and as a result they will be able to offer fully funded or heavily subsidised places on the Lead to Succeed, Well-led, Leading Change Improving Care, Understanding Self-management Skills, Understanding Performance Management and Understand Workplace Culture programmes. This is the only WDF funding opportunity which is available directly through a limited nu





The funding claim form is the most accurate way of checking eligibility.



form and organisation declaration form?

These fields are included to assist with validating that claimants are adult social care employers.

Do I need to submit completed declaration forms for all employers/subsidiaries who want to access the WDF in 2023-24?

Large national organisations: You will need to submit an organisation declaration form for all your subsidiaries if:

- Your organisation is successful in securing a grant agreement with us for the first time in 2023-24, or;
- You did not have a grant in 2022-23.

Any large national organisations who have held a grant in 2022-23



Can I add more members/subsidiaries during the funding year?

Yes. Any new members/subsidiaries will need to meet the eligibility requirements.

- Partnerships are required to engage with new members throughout the year.
- Large national organisations can add additional subsidiaries to their grants.

Can one of my members/subsidiaries also access funding via another WDF grant/partnership?

No, a workplace can only claim WDF through one partnership/large national organisation at any one time.

- Partnership members could leave your partnership and access funding through an alternative



incurred.

4. Where employers are claiming from more than one source of public funding they must ensure that they do not claim the same cost from more than one source as this would constitute double funding and is not allowed. Where employers have staff that are completing qualifications which have been funded through another source of public funding, they cannot include any costs such as registration, training delivery and certification when calculating their training costs which have been covered by other funding

5. It is an employers' responsibility to ensure that they do not claim more funding than the cost to them of employees undertaking training but direct costs such as course fees, employees' salaries and backfill if required (i.e. wage replacement costs) can be included for this fund. For each qualification or learning programme the employer cannot claim back more than the advertised WDF contribution, even if the costs incurred exceed this.

6. Employers must ensure that they have records in place to evidence the costs of any funding claims they make.

7. The evidence requirement for claiming WDF for qualifications, learning programmes and modules is a copy of the learner's certificate which includes the advertised criteria, set out in section 4 of this document.



I am/my members are accessing training through a learning provider - am I able to make a claim under the WDF?

Learning which is advertised as 'free' training is sometimes available from learning providers where they are receiving funding from another body to cover the cost of delivery, such as the Education and Skills Funding Agency.

Where this is the case, claims can still be made under WDF for associated costs, such as employees' salaries while they are undertaking training, coaching and mentoring costs, external venue costs for the training, cost of expert witness testimony and if required backfill (wage replacement costs).

This is a retrospective funding stream and all costs must have been incurred prior to claiming a contribution towards these costs from WDF. The overarching principle is that an employer is not making a profit from their employees undertaking training - see question above 'I am claiming money for learning and development from another public funding source, can I make a claim under the WDF?'

The evidence requirement for claiming for associated costs of qualifications, learning programmes and modules is a copy of the learner's certificate which includes the advertised criteria as set out in section 4 of this document

Employers must ensure that they have records in place to evidence the costs of any funding claims they make and provide these when requested by the partnership, Skills for Care, the Department of Health and Social Care or an authorised representative acting on their behalf. Where associated costs are being claimed these records may contain staff salary information, timesheets, invoices for external venue costs etc. as appropriate. You cannot claim for costs that you have not directly incurred or that have been covered by alternative funding.

My organisation/one of my members pays the apprenticeship levy, can I/they make a claim under the WDF? (The response below is also relevant to organisations who receive transferred levy funds.)



the WDF can be used towards the associated costs of training so for levy paying employers this is what the fund would be claimed towards.

Employers should review the points below and then decide whether to make a claim for WDF.

1. The WDF is a contribution to the cost of paid employees undertaking vocational qualifications and other learning from our list of funded qualifications and learning. This funding allows you to claim from more than one source.
2. Each funding source will have its own rules/requirements and it is the responsibility of the recipient of the funding to make sure that they understand and adhere to the rules of the funding they are accessing.
3. WDF is a retrospective funding stream. The employer must have already incurred all costs prior to claiming a contribution towards these costs from WDF. The overarching principle of the WDF is that employers cannot make a profit from their employees undertaking training. You cannot claim for costs that you have not directly incurred.
4. Where employers are claiming from more than one source of public funding they must ensure that they do not claim the same cost from more than



When working out the total cost of learning and end-point assessment, levy paying employers need to exclude the cost of training delivery and end-point assessment which is covered by the levy and calculate based on the remaining costs such as the 20% off the job learning time or wage replacement if they have to bring in cover while the apprentice is undertaking training/off the job learning. The evidence of costs should be retained on file by the employer and they will use the diploma and final standard certificates as set out above to evidence their claims.

My organisation/one of my members does not pay the apprenticeship levy, but does employ apprentices and access funding towards this. Can a claim still be made through the WDF?

Non-levy paying employers pay 5% of the training delivery costs and the government pays the remaining 95%. This is separate to the WDF. When calculating the total cost of learning to determine whether the WDF can be claimed, the funds that you have directly paid towards training delivery (which would be a maximum of £150 on an apprenticeship standard capped at £3,000¹) can be factored into your total cost of learning. The 95% from the government (£2,850 in this example) cannot because that would constitute double funding and that is not allowed.

The information set out in points 1 to 7 above under the question “My organisation /one of my members pays the apprenticeship levy, can I make a claim under the WDF?” should be used to answer this question.

I am/one of my members is a levy paying employer and has used all my/their apprenticeship levy. I am/they are therefore accessing funding for apprenticeships from an alternative source of public funding. Can I/they still access the WDF?

Please see the above question, “My organisation/one of my members does not pay the apprenticeship levy but we do employ apprentices and access funding towards this. Can we still claim the WDF?” You should apply the answer to this question when deciding whether to access the WDF for those learners who are not being funded through the levy.

4. Evidence requirements

What is the evidence to claim a qualification?

The evidence to claim a qualification is a copy of the learner’s certificate from the awarding organisation which must contain the following information:

- candidate name
- candidate registration number
- unique learner number

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- our code for the digital learning module completed as per the list of funded qualifications and learning (this can be written on, e.g. **IMLM** for the leading and managing in adult social care module)
- the date of issue of the certificate/completion of the module must be between 1 January 2023 – 31 March 2024
- Skills for Care logo.

What is a Unique Learner Number (ULN)?

A unique learner number is a 10 digit number which is allocated to a learner and will be theirs for life. This links to the personal learning record which is a lifelong, verified record of a learner's qualification achievements. Learning providers will be able to obtain a ULN for any learner who does not have one.

How do my members claim for candidates if their name has changed due to marriage/divorce etc.?

Submit the claim as normal but include a brief letter to advise which candidate has had the name change providing the existing and the new details. We can then update our records and any further claims will not require the same letter.

Where can I



- Candidate name
- Unique learner number
- Awarding organisation
- Candidate registration/enrolment number.

Values will automatically be added when you enter the qualification code.

To claim for learning programmes and digital learning modules, the funding claim form must show:

- The organisation
- Candidate name
- Candidate date of birth.

Please ensure that you put entries for qualifications, learning programmes and digital modules on separate lines even where they are for the same learner.

If, because you/your members have incurred lower costs than the advertised funding value or you have received funding from an alternative source, you wish to claim a lower amount of funding than the advertised value, this can be done by completing the claim form with the candidate and learning details, then including details of the candidates/values to be claimed in your covering e-mail where this is the case.

The completed funding claim form, submission form and evidence should be sent to the designated mailbox. If any information is missing from the funding claim form, Skills for Care reserves the right to return the claim.

You can submit as many claims as you want as and when you have them throughout the period of the grant agreement. Skills for Care reserves the right to delay processing claims if you have already received a significant amount of funding to ensure that other employers have an opportunity to claim. You will be notified if this is the case.

What should I put on the organisation section of the funding claim form?

This is the workplace at which the candidate being claimed for is based. You simply need to select the relevant workplace from the drop-down menu. Please do not manually enter an organisation, this will delay your claim.

What should I do if an organisation is not showing on the funding claim form?

If an establishment is not showing on the funding claim form, either:

- They have not met the ACS-WDS requirements for WDF

