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Education & Skills  
Funding Agency

## 1. Overview

[EFA Information Exchange](#) is a secure, online system. It provides a single place for academies, 16 to 19 providers, high needs providers and local authorities to do business with the Education and Skills Funding Agency (ESFA) in a more effective and efficient way.

## 2. Access EFA Information Exchange

If you're unsure of how to access [EFA Information Exchange](#), please view the support document available on the [EFA Information Exchange](#) GOV.UK page.

## 3. EFA information Exchange features

EFA Information Exchange has several features, which are:

- Document Exchange
- Knowledge Centre
- Calendar

- My Contact Information
- Digital Forms

You can find out about each of these features below.

### 3.1 Document Exchange

Document Exchange allows the secure exchange of information between ESFA and your organisation. This means that you can send and receive documents securely with ESFA, such as funding allocations and financial information.

We'll tell you when you need to download or upload any information to Document Exchange, and how you can do this.

Files in Document Exchange are automatically removed 13 months after the date of upload. Please do ensure you download and save any files you need before they expire.

### 3.2 Knowledge Centre

You can use Knowledge Centre to search and browse for answers to the most commonly asked questions about ESFA. This means that you can answer simple questions at the touch of a button.

To refine your search you can also filter questions and answers by your organisation type, and by category.

You can give a star rating to any question and answer in Knowledge Centre. To do this, just click on the rating you'd like to give using the stars beneath the answer. We'll use your feedback to improve the questions and answers, so please do take a moment to tell us what you think.

### 3.3 Calendar

The calendar on EFA Information Exchange shows ESFA's deadlines, publication dates and events. You can filter, print and download events.

When using the calendar, please remember to choose your organisation type. This will make sure you can view the most relevant items for you. To do this, select the relevant audience from the menu on the left side of the screen and press 'apply'.

If you haven't selected an audience type, you won't be able to see any calendar items.

### 3.4 My Contact Information

My Contact Information lets you add and change the contact information that we hold for your organisation. ESFA-funded organisations that should use My Contact Information are:

- schools
- colleges
- local authorities

- other post-16 institutions

For detailed information about [how to use My Contact Information](#) and requirements to do so, please see our separate guidance.

Academies and academy trusts (including free schools, university technology colleges and studio schools) are required to [update their contact information on Edubase](#), and should not use My Contact Information.

### 3.5 Digital forms

We have a range of digital forms available for you to use. All of these can be accessed from EFA Information Exchange. Using digital forms ensures that you provide us with all the information we need to process your submission or request.

## 4. Request support

To request support, please view the support document available on the [EFA Information Exchange GOV.UK](#) page.

## 5. Your feedback

If you'd like to give any feedback about using EFA Information Exchange, please use our [online feedback form](#). We will take your feedback on board as the system develops in future.

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