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Education & Skills  
Funding Agency

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# 1. Qualification Achievement Rates (QAR) business rules for 2017 to 2018

## Information

We have published our [business rules](#) for calculating qualification achievement rates (QAR) for apprenticeships and education and training aims for 2017 to 2018.

The changes from 2016 to 2017 are:

- we will include all apprenticeship starts from 1 May 2017 under the new funding methodology
- we will exclude directly funded 14 to 16 year-old students
- we will exclude apprenticeship standards from the timely achievement rates

If you have any questions, please email the [service desk](#).

## 2. AEB devolution implementation funding

## Information

The Department for Education have confirmed to the Mayoral Combined Authorities and the Greater London Authority (MCAs/GLA) implementation funding. This is to support associated costs in preparation for the devolution of the Adult Education Budget (AEB).

The funds provided will match the level of expenditure of the MCAs/ GLA during the remainder of the financial year, allowing MCAs/ GLA to effectively execute all functions required in devolving the AEB.

The Mayoral Combined Authorities and the Greater London Authority's Section 31 Demand Led Grant Determination Letters have now been [published on GOV.UK](#).

Further updates on the devolution of AEB will be published on [GOV.UK](#) shortly.

## 3. 2018 to 2019 skills and adult education allocations

### Information

We will shortly be issuing allocation statements, to all organisations delivering ESFA funded skills and adult education programmes for 2018 to 2019, in the [Skills Funding Service \(SFS\)](#). These will also contain information on when non-levy apprenticeship carry-in allocations will be issued.

You will need one of the following SFS roles to view your allocation statement:

- contract authoriser
- contract manager
- contract user
- data returns and claims authoriser

Check the [SFS user roles and permissions](#).

If you have any questions, please email the [service desk](#).

## 4. Complaints e-mail address

### Information

As stated in our [complaints process](#), anyone sending a complaint about any post-16 training provider, college or employer we fund, should have exhausted the provider's own complaints procedure, including any appeals process first before contacting us.

To ensure that any complaints made to the ESFA are actioned timely, please could you ensure they are sent to the correct e-mail address: [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk).

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