



Education & Skills
Funding Agency

ESFA post-16 Provider Relief Scheme COVID-19 Response

Application guidance document

For organisations eligible for financial relief during the COVID-19 outbreak under ESFA's scheme implementing Cabinet Office Procurement Policy Note - Supplier relief due to COVID-19 Action Note 02/20

April 2020

Contents

1. Information about this application guidance	3
2. Application process	4
3. Information you will need to supply to support your application	5
4. Scheme eligibility	18
5 Activities, eligible and ineligible costs	19
6 Evidence requirements	22
7. Exceptional cases – critical supplier	23
8. How to apply	24
9. Assessment process	25
10. What happens next	26
11. Help and support	28

1. Information about this application guidance

1.1 This guidance is for organisations eligible to apply for financial relief under ESFA's scheme implementing Procurement Policy Note - Supplier relief due to COVID-19 Action Note 02/20 (Cabinet Office's Procurement Policy Note 02/20) during the COVID-19 outbreak, April 2020 (the Relief Scheme).

1.2 Organisations that either have a procured non-levy apprenticeship education and training contract for services with the ESFA which commenced in January 2018 (Non-Levy Contract), or organisations that hold an Adult Education Budget contract for services with the ESFA that commenced in November 2017 are in scope of the Relief Scheme.

1.3 Following the principles of Cabinet Office's Procurement Policy Note 02/20 the Relief Scheme is only for those organisations that supply education and/or training using funding from those contracts with the ESFA as referenced above that were procured as a service under the Public Contract Regulations 2015.

1.4 The guidance covers:

- the application process
- information to support your application
- guidance on the application questions
- next steps after your application; and
- the appeals process

1.3 Further information about the Relief Scheme is available in the [Post-16 Provider Relief Scheme Policy](#).

2. Application process

2.1 We are seeking only that information we require to assess:

- your organisation's eligibility for the Relief Scheme
- an assessment of financial need
- whether the costs included in your application are eligible (in accordance with the definition of eligible costs provided in paragraph 5 of this document)
- that you can continue to deliver activity over the required period in line with your contract for services; and
- that you will support learners and employers, so they remain in learning or return to learning when it is safe to do so

2.2 We reserve the right to change, amend, extend, or withdraw the Relief Scheme at any time, with or without notice as required.

3. Information you will need to supply to support your application

3.1 The information that you provide in your application must describe the steps you are taking to continue to deliver education and training to your existing apprentices and learners, including contact with and support for those learners and employers where delivery cannot continue or commence due to restrictions caused by COVID-19.

3.2 The application has 2 parts, the first requires you to provide actual and cashflow forecast information for the period January to June 2020, as well as certain information in relation to your total turnover and ESFA income, which you will include in a separate spreadsheet and upload with your application. This information must be sourced from and consistent with your financial management information and accounting records, which may be subject to 'open book' review by ESFA.

3.3 Part 2 of the application requires you to supply information about your organisation, the funds you need and the services you will deliver in order to maintain essential levels of operation for the benefit of apprentices, learners and employers. Please ensure you provide all the information requested in the application.

Application Part 1 - Monthly Cashflow forecast

3.4 Please complete the monthly cashflow forecast spreadsheet, which forms the first part of your application. You must provide accurate financial information reflecting actual income and expenditure for January to March, and current forecast information for the period April to June.

3.4 The following table provides notes on completion. Optional narrative boxes are included on the template for you to provide further information if necessary.

Section	Guidance notes for completion
Base Information	
Budgeted annual turnover	This should be either: a) Actual annual turnover in your latest financial statements where these already have a year-end in 2020; or b) Pre Covid-19 budgeted annual turnover where your year-end falls later in 2020.
Forecast total annual ESFA funding	This is your forecast for total ESFA funding based on all 2019/20 allocations / contracts. This also includes any funding forecast for income from the apprenticeship levy for 2019/20.
Opening cash balance (excluding available o/d available)	This is your opening cash balance as at 1 st January 2020, excluding any available overdraft or credit facility.
Available overdraft / short term financing facility	Please insert any arranged overdraft, revolving credit facility or other short-term finance that is available to support the cash position of your organisation.
Support Request	Please refer to the application guidance below on eligible costs and the cap that will be applied. Your request should reflect your assessment of actual need with eligible costs.
April 2020	Please specify the amount, in £000's, required to support your ESFA operations in April.
May 2020	Please specify the amount, in £000's, required to support your ESFA operations in May.
June 2020	Please specify the amount, in £000's, required to support your ESFA operations in June.
Cash flow forecast	Please complete the lines within the cash flow template that apply, providing actual values for January to March 2020, and current forecast figures for April to June 2020. Note that all figures should be input as positive numbers. Please include in your forecast any actual or expected Covid-19

	support funding from other sources and reflect loss of income due to the impact of Covid-19 measures.
Operating and financing receipts	
Adult Education Budget	Insert your ESFA contracted Adult Education Budget funding (procured and grant funded if applicable). The figures should include community learning and learner support. Do not include funding received from local authorities for devolved AEB budgets, which should be recorded in 'Other income'.
Non-levy apprenticeships	Insert your ESFA 16-18 and 19+ Non levy apprenticeship funding.
Levy apprenticeships	Insert 16-18 and 19+ levy apprenticeship funding.
Other ESFA funding	Insert any other ESFA programme funding e.g. 16-19 funding.
Furlough staff income	Include any support expected to be received from the government furlough support scheme.
Other government Covid-19 funding	Include any other expected government Covid-19 financial support, including that from combined mayoral authorities, local authorities and business support packages .
Other income	Insert all other income, including commercial income and delivery income from devolved AEB funding. Do not include income streams captured elsewhere in the receipts section.
Receipts from parent and connected companies	Include any intergroup income generated from normal trading activities.
Subcontractor income	Insert income from providing delivery services as a subcontractor to other organisations.
Interest received	Insert the interest received or expected.
Operating & Financing Payments	
Staff costs (pay)	Include basic pay costs, overtime, other allowances and additions, employer pension costs and employer NI costs. Furlough payments should not be included in this line.

Non-staff costs (non-pay)	Insert all non-pay operating costs incurred including, but not limited to, rent, rates, utilities, materials etc.
Furlough staff payments	Insert the total payments made to staff covered by the government furlough scheme. Do not include any costs covered in staff costs (pay) above.
Payments to parent and connected companies	Include payments for services or goods as part of normal trading activities.
Subcontractor payments	Insert payments made to organisations who deliver provision on your behalf as a subcontractor.
Other expenses	Include all other incurred costs not covered by other lines in the payments section.
Loan interest & capital repayments / dividends	Include any loan interest and capital repayments, or dividends. Please note that dividends payments and loan interest or repayments to parent / connected companies are not eligible for support.

3.5 Rows 40 to 53 in the excel template are calculated fields and do not require manual input. Please note that the cash days indicator for April to June use those months expenditure as the basis for annual expenditure.

3.6 Please do not amend the format of the excel template in any way, for example by adding or removing rows, as this will result in your application being rejected.

Application Part 2 - Information about your organisation, the funding you require and the services you will deliver which will ensure learners continue to be supported.

Section A - Information about your organisation

Question	Guidance notes for completion
1. Provider Name and address	Insert your company name and registered office.
2. UKPRN	Insert your UKPRN.
3. Contact Details for this application?	Please ensure that the person completing this proforma does have the authority to request support from this Relief Scheme and is authorised to sign funding agreements, contracts, and variations with the ESFA.

Section B – Details of funding required

Question	Guidance notes for completion							
<p>4. Please confirm the amount of eligible costs, above which you have forecast to earn for the months of April, May and June 2020 which you are requesting. These are essential costs which will allow you to maintain a minimum level of operation during this period to support your learners.</p>								
	Month		Apr-2020		May-2020		Jun-2020	
Cost Headings	AEB	NL Apps	AEB	NL Apps	AEB	NL Apps	AEB	NL Apps
Staff Costs - Teaching								
Staff Costs – Non-Teaching								
Rent and Lease Costs								
Administration Costs								
Operational and Maintenance Costs								
Total								
<ul style="list-style-type: none"> You must provide costs for each contract separately where you have both non levy and AEB contracts. You must only include costs above your forecast earnings for April, May and June 2020 that are required to maintain essential levels of delivery. Only include costs which are identified as eligible in paragraph 5. 								

<ul style="list-style-type: none"> • Do not include costs which are covered by other grant funding or wider COVID 19 business support, i.e. furloughed staff. If you have furloughed staff who will now return to work, you must take them off furlough before you can include their costs through the Relief Scheme. • The total funds for each month must correspond to the information you included in Section 1 - monthly cashflow spreadsheet. • You must retain evidence of actual expenditure for audit and assurance. • On completion of the scheme you must submit a summary of all costs associated with the services you have provided. 	
<p>5. Are you claiming any other publicly subsidised COVID-19 Support Package from any other public body?</p>	<p>If yes, please provide details of each claim you are making, the duration of the support and its value (£).</p> <p>Confirm why this other support is insufficient to meet your organisations immediate cashflow needs?</p> <p>Confirm why you are eligible for support from this Relief Scheme as well? You must describe what this Relief Scheme will fund that is different from other COVID-19 support you are receiving?</p>
<p>6. Have you sought to secure other external financial support to help with your cashflow</p>	<p>If yes, please provide details of all external finance agreements that you have in place, the terms of this arrangement and its value (£)? For example, an overdraft facility, short term lending or intercompany borrowing?</p>

Section C – Changes to staffing numbers as a result of the COVID-19 outbreak

Question		Guidance notes for completion
7. Please provide details of the total number of staff employed by your organisation, the numbers furloughed and those who will be retained to deliver the activities you have detailed in Question 8, 9 & 10	Total number of staff employed by your organisation before COVID-19	Please Include total staff numbers not FTE's.
	Total Staff furloughed	Confirm the total number of staff employed by your organisation who have been furloughed.
	Total Staff furloughed who will be taken off furlough as a result of this Relief Scheme and the date this will take effect from	You can take staff off furlough if they will return to work as a result of this Relief Scheme. Staff costs relating to unfurloughed workers can only be included in the months you stop claiming through the coronavirus job retention scheme .
	Total Staff who will be retained to deliver the services you will provide learners.	Confirm the total staff you plan to retain to deliver the services outlined in your application and those involved in the delivery of your contract for services and reported in the ILR. This will correspond to the total staff costs you have identified in your cashflow as being essential to providing services to learners.

Section D – Changes to your delivery model as a result of the COVID-19 outbreak

Question	Guidance notes for completion
<p>8. Please describe what changes you have made to your delivery methods for teaching, learning and assessment?</p>	<p>No more than 200 words</p> <p>You must describe how you have attempted to maintain delivery to your learners and / or apprentices since the COVID-19 restrictions were introduced.</p> <p>Detail any innovative delivery models which you have designed for the benefit of learners on programmes with you and which you will continue delivering.</p> <p>The activity you will provide includes:</p> <p>Training, education and on programme assessment as described in your contract for services and the relevant funding rules, including guidance issued as a result of COVID-19 pandemic</p>
<p>9. Please describe what changes you have made to your learner and learning support arrangements for both learners on programme and those who are temporarily unable to continue in learning?</p>	<p>No more than 200 words</p> <p>You must describe how you are continuing to provide learner support to apprentices and learners on programme.</p> <p>You should also describe the ways in which you are maintaining contact with learners and apprentices who are unable to continue</p>

	<p>with their programmes but who you expect will return to learning with you once the current restrictions are lifted.</p> <p>How will support from this scheme ensure you can retain essential capacity to support learners and ensure you are able to support the economic recovery when it begins</p> <p>The activity you will provide will include:</p> <ul style="list-style-type: none"> • Regular reviews and contact with learners who cannot continue with their programmes, so they are prepared, with a revised plan of education and training, to return to learning when it is safe to do so. • Online activities which enable individuals to maintain a commitment to learning so they can return when it is safe to do so. • Job search activities that help redundant apprentices identify new employment opportunities
<p>10. Please confirm what changes you have made to your support to employers in response to the Covid19 outbreak?</p>	<p>No more than 200 words</p> <p>You must describe what arrangements you have put in place to ensure you continue to support employers, including those whose employers whose apprentices are now on a break in learning to ensure they can return to their programmes as soon as it is safe to do so?</p> <p>How will support from this Relief scheme ensure you can retain essential capacity to support learners and ensure you are able to support the economic recovery when it begins</p>

	<p>The activity you will provide will include:</p> <ul style="list-style-type: none"> • Regular reviews and contact with your employers, so they are able to prepare their apprentices to return to learning when it is safe to do so. • Updating and agreeing revised apprenticeship programmes with your employers
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Question			Guidance notes for completion
11. Please confirm the estimated number of learners you expect to support as a result of the funding you receive from the Relief Scheme.	Category	Number of Learners	<p>You must provide the number of estimated learners for each category that you will engage with and support with the activities you have confirmed you will provide outlined in Questions 9 & 10.</p> <p>Only include those learners whose programme has been directly affected by restrictions caused by COVID-19.</p>
	Redundant apprentices not on programme		
	Breaks in Learning		
	Apprentices who have completed their programmes but are awaiting end point assessment		

	New starts delayed due to COVID -19 restrictions		You will be provided with an ILR code to identify those learners you support.
12. Please confirm that you expect to continue providing services as required by your contract for services in April, May and June 2020.	Yes / No		You must provide assurance that you will continue operating and delivering your contract during the duration that this scheme will apply.

Section E – Declaration

Question	Guidance notes for completion
<p>13. By submitting this form, you are confirming that the information provided is true and accurately reflects your financial management information, accounting records and the financial forecasts during the duration of the Relief Scheme. You accept that if support is provided through this Relief Scheme that you are bound by the relevant terms of the Relief Scheme.</p>	<p>By signing the declaration in Submit Learner Data you are confirming you have the authority to request support from the scheme, for example you are the Chief Executive Officer or Finance Director</p>

4. Scheme eligibility

4.1 Eligibility

4.2 To be eligible to receive funding from the Relief Scheme your organisation must either have a Non-Levy Contract that commenced in January 2018 or an Adult Education Budget contract for services that commenced in November 2017.

4.3 In addition, applicants intending to seek support from this Relief Scheme must also meet the following requirements:

- you must have 2018 to 2019 qualification achievement rates which are above 40%. However, providers with rates below that can submit an exceptional case that they are a critical supplier based on niche provision
- you must have submitted your latest financial accounts to the ESFA on time
- you have not been judged by Ofsted as making insufficient progress as a result of a new provider monitoring visit which resulted in a suspension on new starts
- you have delivered under the contract prior to April 2020
- you plan to deliver learning under the contract during April, May and June 2020
- you have not furloughed the staff required to deliver the contract. You are eligible to apply to the Relief Scheme if it is your intention to take staff off furlough to deliver the contract. Please refer to paragraph 5.11
- your eligible contract for services with the ESFA is not under notice of termination

4.4 If applying to support delivery of a non-levy contract, the applicant must also deliver apprenticeships and appear on the Register of Apprenticeship Training providers (RoATP) as a main provider.

4.5 Only eligible organisations will be able to apply for support from this scheme.

5 Activities, eligible and ineligible costs

5.1 Activities to be delivered under this Relief Scheme

5.2 The activities which providers are expected to deliver under this scheme include:

5.3 To support learners

- training, education and on programme assessment as described in your contract for services and the relevant funding rules, including guidance issued as a result of COVID-19 outbreak
- regular reviews and contact with learners who cannot continue with their programmes, so they are prepared, with a revised plan of education and training, to return to learning when it is safe to do so
- online activities which enable individuals to maintain a commitment to learning so they can return when it is safe to do so
- job search activities that help redundant apprentices identify new employment opportunities

5.4 To support employers

- regular reviews and contact with your employers, so they are able to prepare their apprentices to return to learning when it is safe to do so
- updating and agreeing revised apprenticeship programmes with your employers

5.5 Eligible costs

5.6 Your application for support from the Relief Scheme must only include eligible costs which we will fund and allow you to continue supporting learners and employers as described in part 2 of your application.

5.7 The amount of funding you request is the cost of providing this specific support and not costs in relation to the delivery of learning recorded in your ILR, for which you will be claiming payments for.

5.8 You are not permitted to include costs which are being funded by another form of public grant or through another business support provided by the government.

5.9 For the purposes of the support you are requesting through this Relief Scheme the following costs are deemed to be eligible.

- salary and pension costs which cannot be covered by payments received through the ILR and those staff are directly employed to deliver services required by this Relief Scheme and your contract for services
- interest only on loans (Bank or other commercial debt)
- essential maintenance costs which enable you to deliver support to learners and employers
- utilities, including rent and rates.
- lease costs for vehicles and equipment
- additional costs associated with COVID-19, such as the provision of deep cleaning
- pastoral support for learners

5.10 You will need to justify that each of these costs are essential in the continuation of learner support and delivery as described by you in your application for the Relief Scheme.

5.11 Please note, [government guidance](#) states that when a furloughed employee returns to work, they must be taken off furlough. For the purposes of the Relief Scheme this means that any employee who will be involved in the delivery of activity described in your application and which you include as an eligible cost must be withdrawn from any claim for furlough when they return to work. All employees engaged in the delivery of the activity covered by the Relief Scheme must be paid by you in accordance with their agreed contract of employment. We reserve the right to check your records submitted to HMRC and recover any funds for staff costs where those employees have been reported as being furloughed.

5.12 Subcontractors and end point assessment organisations delivering services to you on behalf of your organisation are not eligible for support under this Relief Scheme.

5.13 However, a condition of the Relief Scheme requires you to pay subcontractors and end point assessment organisations for delivery earned through the submission of the ILR in line with your contractual obligations.

5.14 Ineligible costs

5.15 The following costs do not qualify for support under this Relief Scheme and must not be included in the funding you have requested in your application.

- dividend payments
- drawings, including withdrawals and transfers from your business bank account to a personal bank account and payments for a personal cost from your business bank account
- capital Loan Repayments (dependent on bank as to whether interest only repayment would be allowable and then complexity of monitoring / assuring)
- staff Bonuses

- performance related pay
- increase in staff salaries
- a top up for furloughed staff salaries
- goods not ordered or required for future use – such as, stock
- travel and subsistence costs
- costs relating to subcontractors, end point assessing organisations and awarding organisations other than those claimed for delivery through the ILR
- production of new materials
- Tax or VAT liabilities
- repayments of director or intercompany (group) loans
- marketing and publicity
- entertainment
- any costs already deemed ‘Ineligible costs’ within apprenticeship funding rules where this applies to applicants who hold a non-levy contract
- any profit element
- costs associated with the repayment of funds to the ESFA resulting from investigations and audit

6 Evidence requirements

6.1 Evidence of expenditure and the activity that you deliver must be retained for 6 years and you will be required to submit a reconciled summary of costs used within 60 days of the support ending. We will recover funds which were not used for their intended purpose or where the funds were not required.

6.2 You will need to evidence that each of your activities as described by you in your application for support have been delivered. Types of evidence may include the following, although this list is not intended to be exhaustive;

- online records of engagement with learners
- email records
- records of reviews
- Electronic evidence of job search activities that help redundant apprentices identify new employment opportunities
- evidence of regular reviews and contact with your employers including evidence of the revised apprenticeship programmes

6.3 You will need to evidence that each of your eligible costs as described by you in your application for support has been spent accordingly. Types of evidence may include the following although this list is not intended to be exhaustive:

- evidence of expenditure for actual costs, including invoices, payroll records and bank statements
- evidence for interest on loans - loan agreements and bank statements
- evidence relating to other support packages claimed for example the claims, supporting schedule of costs and supporting documentation (costs which have been claimed through other schemes are ineligible under this relief)
- furloughed staff claims and supporting schedules/documentation including list of employees on furlough and the duration of the furlough. (Costs relating to furloughed staff are ineligible under this relief)

6.4 We have confirmed that during the COVID-19 outbreak all planned audits will not take place, however applicants wishing to receive support from this Relief Scheme may be required to provide auditable evidence to support the funds provided whilst any COVID-19 restrictions apply.

7. Exceptional cases – critical supplier

7.1 If you are ineligible because your 2018/19 qualification achievement rate is below 40%, we will allow you to make an exceptional case where you believe you are a critical supplier delivering niche provision.

7.2 We define niche in this case as education and training which is offered to learners and employers with specific characteristics and needs, which cannot easily be met by other organisations.

7.3 You must email your exceptional case to the address outlined in paragraph 9 before midnight on Sunday 3 May 2020, You must include the following information about your organisation, the provision you deliver, the learners you support and a statement why you believe you should be treated as a critical supplier.

- name of organisation and UKPRN
- a summary of the education and training you deliver
- The specific characteristics of the learners you work with
- sector specific information and key employers that you deliver education and training to
- the geographical area(s) where you operate
- the impact that the restrictions caused by COVID-19 has had on the education and training you deliver

7.4 We will review your exceptional case and will confirm if we believe you are a critical supplier within 2 days of receiving your exceptional case. You will then be given 5 working days to submit your application, on receipt of your application we will confirm within 2 working days if your request for support has been successful. Please refer to paragraph 8 if your application is unsuccessful.

7.5 If we accept that you are a critical supplier due to the reasons you have set out in your exceptional case this does not guarantee you will be successful with your application.

8. How to apply

8.1 Eligible organisations can access the application form by signing into [Submit Learner Data](#) using your [IDAMs](#) credentials. You must also upload the financial spreadsheet published with this guidance to make a valid application for support from the Relief Scheme.

8.2 Incomplete applications will be rejected.

8.3 Applicants are not able to re-submit an application or include additional information other than what is required in the application and supporting spreadsheet.

8.4 We are unable to enter into discussions about the information you submit.

8.5 The deadline for submission of completed applications is midnight on Sunday 3 May 2020; applications received after this deadline will not be considered and there is no right of appeal for late submissions.

9. Assessment process

9.1 We will assess the financial information you supply in part 1 of your application to confirm you have demonstrated that the funds you have requested are needed to provide essential services to learners and employers. The following financial information will be used to determine you have a clear need for the funds in order to deliver the services you have described in part 2 of your application.

- income received / expected to be received from the ESFA during the six months to 30 June 2020
- actual / expected net cashflows during the 3 months to 30 June 2020
- actual (if year already ended) or budgeted turnover for the provider's financial year ended / ending in 2020
- forecast total annual ESFA funding for ESFA's 2019 to 2020 funding year

9.2 Part 2 of your application for support will be assessed against the following, your responses must demonstrate you are able to meet each of these requirements:

- evidence is provided which confirms that the continuation of education and training will be maintained during the duration of the Relief Scheme as required by the contract for services and that delivery models have been redesigned to overcome, wherever possible restrictions caused by COVID-19
- services have been designed and will be provided to learners who are temporarily not engaged to enable them to re-engage in learning when it is safe to do so
- learners who have had their start dates delayed, are provided with support to enable them to maintain their commitment to learn once it is safe to do so
- you confirm that staff will be available to deliver services you have described that you will provide in your application
- you can support employers so they can re-start their apprenticeship programmes as soon as it is safe to do so
- the costs included in the application are eligible, not included in any other form of income or business support and will realistically allow you to provide essential services for the duration of the scheme

10. What happens next

10.1 Successful applications

10.2 If your application is successful, we will confirm this in writing by 12 May 2020. You will be issued with a contract variation by 14 May 2020, to receive funding from this scheme in May 2020 you must accept the terms of the contract variation by 15 May 2020.

10.3 We will calculate a funding cap for each training provider requesting support from the scheme. The funding cap will be applied to the amount requested by the training provider.

10.4 The cap will be based on a 3-month average using the ILR submission for January, February and March 2020. Existing maximum contract values (MCV) continue to apply and the providers funding cap cannot exceed 25% of the MCV even where the average earnings exceed this.

10.5 The Relief Scheme will apply to activity undertaken in April, May and June and paid in the subsequent month. Funding through this Relief Scheme will be paid on top of the regular payment claimed via the ILR. The total of the two payments will not exceed the provider's funding cap.

10.6 You will receive a remittance statement confirming the value of the support to be provided on or about 20 May 2020, and the first payment will be paid to you by 29 May 2020.

10.7 Unsuccessful applications

10.8 Unsuccessful applicants will be notified by 12 May 2020. You will be provided with the reasons why your application was not successful.

10.9 Appeals process

10.10 If your application is unsuccessful and you believe the ESFA made an error in the assessment of your application, you have the right to appeal the outcome of your application on the following grounds:

- the ESFA has failed to follow its own policy and/or processes; and
- failure by the ESFA to understand or recognise the evidence you submitted in your application

10.11 You must submit your appeal in writing to ESFA.PPN220QUERIES@education.gov.uk setting out the grounds for your appeal.

10.12 As part of your appeal, you will not be able to submit additional information or evidence to demonstrate that matters have moved on and that you now meet our requirements.

10.13 You must submit your appeal by 22 May 2020, at which point we will not accept further additional information to support your appeal, *unless* we request it from you.

10.14 If your appeal is upheld and the outcome of your application changes as a result, you will receive notification of the value of your Provider Relief Scheme support shortly afterward and the date when your first payment will be received. Missed payments will be made in the following month.

10.15 We will aim to tell you the outcome of your appeal within 15 working days of receiving it. If it is not possible for us to fully respond to you within this time, we will let you know of the delay and the revised date for the outcome to be issued.

10.16 There will be no further right of appeal.

10.17 Make a complaint

10.18 If you would like to make a complaint, please refer to [ESFA's complaints procedure](#).

11. Help and support

11.1 If you have any questions regarding the Relief Scheme, please send these to the following email address ESFA.PPN220QUERIES@education.gov.uk. All questions asked will receive a response within 24 hours.

11.2 General data protection regulation (GDPR)

11.3 See the [ESFA privacy notice](#) for details about how we collect, use, protect and secure your personal information.



Education & Skills
Funding Agency

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