



Frequently Asked Questions (FAQs) for grant holders

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1. General

What is the Workforce Development Fund?

The Workforce Development Fund (WDF) is a funding opportunity for adult social care employers in England.

It's a finite pot of money which allows you to reclaim some of the costs incurred developing your paid workforce.

WDF is supported by the Department of Health and Social Care (DHSC) who enable the funding to be disbursed to adult social care employers by Skills for Care and our partners across England.

What will WDF fund?

The WDF will fund a range of qualifications, learning programmes and digital learning modules that:

- Skills for Care endorsed, promotes and in many cases has been involved in developing
- are named on this [list](#)

Qualifications and apprenticeship standards certificates must have a date of issue between 1 January 2023 and 31 May 2024.

Learning programmes and digital learning modules certificates must have a date of issue between 1 January 2023 and 31 March 2024.

Please check the list prior to commissioning any learning you intend to claim funding for.

It is important to note that all of the courses in the *WDF list of qualifications and learning* will be funded during the 2023-24 financial year. The government is also due to launch a new fund for training and professional development to support members of the adult social care workforce to develop in their roles and progress in their careers, as outlined in the '[Next Steps to put People at the Heart of Care](#)' published in April. Some courses may be removed from the WDF when this new fund launches as new learners will have the opportunity to claim for training costs through the new fund. Please note, any learners enrolled in eligible learning prior to the new fund being launched will remain eligible for and receive support through the WDF.

Who can claim WDF?

All organisations that provide an adult social care service and directly employ paid care staff in England can claim the fund. This includes hospices whose adult social care workers are not NHS funded.

The fund cannot be used to develop volunteers.

What is the maximum funding that can be claimed for each learner in 2023-24?

A maximum of £2,000 can be claimed per learner per funding year. It is possible to claim funding to support more than one qualification or learning programme/module per learner up to the limit of £2,000.

Why has WDF been limited to claiming a maximum of £2,000 per learner per financial year?

Skills for Care wants to expand the reach of WDF to ensure that as many employers and their employees as possible within the adult social care sector have the opportunity to benefit from the fund.

Will the WDF fund the Care Certificate, Food Hygiene, First Aid, Moving and Assisting and other induction and refresher courses?

No. The fund is to support the continuing professional development of staff and will

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's endorsed providers?

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 approved by Skills for Care?

Skills for Care has developed qualification specifications in conjunction with sector representatives to outline the mandatory content of these qualifications and will approve qualifications developed to these specifications. Any approved qualifications will show the qualification approved by Skills for Care logo. We will maintain a list of approved qualifications on [our website](#) as they become available. Funding is assigned to these qualifications because we are confident that they meet sector need.

Does my partnership have to serve the entire geographical area as defined by Skills for Care?

No. We expect partnerships to be as open as practically possible to all members; but acknowledge that partnerships will have boundaries. In your application you should make clear the area that you will cover and outline why this is the case.

As a WDF partnership what should we do if one of our members raises an issue with us in relation to the funding?

Discuss the issue with your member to try to reach a satisfactory outcome.

If your member is not satisfied with your response: they should contact you in writing, clearly setting out what the issue is along with any supporting evidence and request a written response.

You should provide a written response. You are welcome to discuss this with your lead contact or disbursement assistant for advice, prior to responding to your member if you wish to do so.

If your member is not happy with your written response: they should discuss the issue with their Skills for Care Locality Manager and share the written correspondence by email, i.e. what they sent to you and your written response. The Locality Manager will review this and may contact you for further information before



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](#). They should be expected to provide copies of all written correspondence relating to the issue between both them and you and them and their locality manager.

A final written response will be made by Skills for Care.

Before making a complaint, your member should consider the following points:

- The WDF is limited and is a resource to the sector.
- Funding is not guaranteed.
- WDF partnerships are expected to ensure that as many employers as possible can benefit from the funding so they may not receive funding for all qualifications and learning programmes that they submit.
- Partnerships may operate an allocation or capping system for managing their funding allocation and Skills for Care sees this as reasonable and fair. As a partnership you should provide details to members about this on request.
- Partnerships are expected to increase their membership each funding year to maximise the number of employers who benefit from the funding. This means more employers will be accessing the same amount of funding so the amount of funding they receive may decrease year on year.
- Skills for Care recommends that employers update their Adult Social Care Workforce Data Set (ASC-WDS) account(s) and start to submit claims to their partnership as early in the funding year as possible to maximise their chance of successfully claiming some funding.
- Leaving submission of a claim until very close to the end of the funding year means that the partnership may have run out of funding and their claim may not be paid.
- If they have already received a substantial amount of funding, or they have left it until close to the end of the financial year to update their ASC-WDS or to submit any claim, you may not be able to pay their claim. In this situation, making a formal complaint to Skills for Care will not change the position and they should not expect to receive funding.
- Where a partnership has not acted in accordance with our contractual requirements or has not effectively supported an employer in accessing the fund, we will consider the evidence presented to us and will also consult the partnership to reach a conclusion.

2. Grant requirements

What are the grant requirements and milestones?

The grant milestones are set out in your grant award letter and are also detailed on the grant holders' pages of our website.

Our Contracts Unit must receive claims no later than the dates specified and must receive final claims no later than 31 March 2024. If you are experiencing any difficulties in achieving this, this must be put in writing to your Disbursements Assistant or lead contact at the earliest opportunity.

If I have any problems or questions regarding my grant letter, who should I contact?

Contact your Disbursements Assistant in the Skills for Care Contracts Unit responsible for your grant. They are identified on all correspondence.

Can I have multiple contacts for my WDF grant and what should I do if these change during the period of the grant award?

Skills for Care can only discuss this grant with the designated lead contact and primary contact. You can have one lead contact and one primary contact for your grant.

If these change during the funding year, you need to supply updated contact details to your Disbursements Assistant and lead contact.

Do I need to keep a copy of any of the WDF documentation?

You are required to retain all supporting documentation in relation to WDF funding claims in accordance with the grant letter. You are required to keep copies of documents for six years.

You should also ensure that your members are aware of this stipulation.

How do I know if a member/subsidiary is eligible for WDF?

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

Only those members/subsidiaries showing on the organisation drop down list on the first tab of the funding claim form are eligible for funding.

Skills for Care check eligibility on a weekly basis. Newly eligible workplaces are added to the appropriate claim form and an updated claim form is issued where required.

What should I do if one of my members goes into administration?

You will need to take legal advice if you have submitted claims to Skills for Care for one of your members which have been processed and paid by Skills for Care, and then you become aware that the member has gone into administration.

We recommend that you speak to the appointed administrator of the member to ascertain the situation and to find out where to pay any monies to.

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 number of endorsed learning provider. This does not apply to any qualifications and is not available to any providers who are not endorsed by Skills for Care or any endorsed providers who have not purchased a licence to deliver these programmes.

Please note: The WDF should not be confused with other Government funding initiatives, such as the Education and Skills Funding Agency who commission learning providers directly. Some employers choose a combination of Education and Skills Funding Agency and WDF funding to help develop their workforce.

For the most comprehensive information about WDF please visit www.skillsforcare.org.uk/wdfpartnership or contact your WDF partnership. Our Guide to developing your staff provides guidance on how you can develop your workforce.

If we exceed our allocation how do we obtain further funding?

Formal variation points are planned during the year subject to funds being available. If you think you are likely to exceed your allocation please contact your designated Disbursement Assistant and they will be able to advise you accordingly.

Can we use the Skills for Care logo?

As outlined in your grant letter, you must obtain written authorisation to reproduce any materials or to use Skills for Care logos. Contact marketing@skillsforcare.org.uk to request use of the 'Funded by Skills for Care' logo. No other Skills for Care logo can be used.

Can funds be allocated per unit?

No. Funding is claimed on the completion and certification of a full qualification, learning programme or digital module. This should be considered in terms of the length of time the organisation will need to wait before funding can be claimed.

Other issues:

Should you have any other issues or concerns with any aspect of your grant letter, please direct this to your designated Disbursements Assistant

3. Eligibility criteria

What do my members/subsidiaries need to do in order to be eligible for WDF funding?

- Complete a members' declaration form/organisation declaration form and submit this to Skills for Care by 29 February 2024;
- Meet the Adult Social Care Workforce Data Set (ASC-WDS), requirements for WDF as set out below;
- Submit valid evidence to claim funding;
- Keep you updated as to what they hope to claim for during the funding year. Employers joining partnerships must contact and liaise with the partnership directly – learning providers cannot do this on their behalf.

What are the Adult Social Care Workforce Data Set (ASC-WDS) requirements in relation to accessing WDF?

Recipients of the fund are required to ensure and confirm that the required fields within ASC-WDS are accurate and up-to-date in line with the eligibility criteria:

1. A workplace must fully complete and update an ASC-WDS workplace record on or after 1 April 2023.
2. The workplace must fully complete individual worker records for all staff with a minimum of 90% of the data completed. These must be fully updated on or after 1 April 2023.
3. Individual records for workers completed before 1 April 2023 which are included in the 90% calculation must be both fully completed and updated.

A workplace's ASC-WDS account is expected to be an accurate reflection of its service and workforce. If the service or workforce changes significantly during the year it is expected that recipients will update ASC-WDS. Failure to do so may affect their ability to claim funding.

How can a member/subsidiary tell if they have met the ASC-WDS requirements and how will ASC-WDS eligibility be monitored?

Members/subsidiaries must ensure that their data is up to date.

Single workplaces: When logged in as a single workplace, they should check eligibility by going to 'Check your WDF data'

- This in-browser function will show them whether they have met eligibility at workplace level and staff record level and will highlight areas where more data is required.
- Meeting requirements - The overview page will tell them if they have met the requirements for this financial year and the date they met eligibility.
- Not meeting requirements – The overview page will tell them if they have not yet met requirements – They should click 'View your WDF data' to see which areas need to be addressed.
- If, after meeting eligibility, they make changes to their workplace or staff records do not worry – they can click 'Keep your WDF data up to date' to see what needs addressing for next financial year. They will still meet the criteria up to 31 March.
- **Parent/subsidiary accounts:** These accounts have the same functionality as single workplaces, but for all the organisation's workplaces.

Click 'Check your WDF data' – The overview page will say meeting criteria once all their workplaces have met the requirements. To check each workplace individually they should click 'View your workplaces'.

If an organisation has met eligibility in previous years, they will need to confirm the answers are still correct after 1 April.

If a member/subsidiary advises that they have met the ASC-WDS requirements for WDF, is there any way that I can check?



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



Only those members/subsidiaries showing on the organisation drop down list on the first tab of the funding claim form are eligible for funding.

Skills for Care checks eligibility on a weekly basis. Newly eligible workplaces are added to the appropriate claim form and an updated claim form is issued where required.

NHS England (NHS Digital) expects a return from Local Authorities on the ASC-WDS. Does this also meet the criteria for claiming WDF?

The local authority return for NHS England (NHS Digital) is a different set of ASC-WDS requirements than the WDF so you/your members will not automatically be able to claim funding.

To view the full ASC-WDS requirements for the WDF please [click here](#).

Can the Workforce Development Fund be accessed for shared lives carers?

Yes, as long as the claiming organisation has incurred the learning and development costs for the shared lives carer and meets the eligibility criteria for the fund.

How should shared lives carer information be recorded in ASC-WDS?

- All shared lived schemes have the option to include shared lives carer worker information in their ASC-WDS account(s) **in addition** to that of their **directly** employed workers (e.g. co-ordinators).
- Local authorities should include the scheme as part of their annual return and have the option to provide the shared lives carer information.
- Recording shared lives carer information: if your members decide to include shared lives carers then they should be recorded on their workplace record in their total staff figure and a staff record should be completed for each carer with 'Other' selected for their Contract type.
- All other information should be completed in accordance with the staff record requirements.

What is the difference between the members' declaration form and the organisation declaration form?

The organisation declaration form is for large national organisation grant holders who claim funds for their own workforce and do not offer funds externally.

The members' declaration form is for partnership grant holders who also disburse funding to employers outside of their organisation.

When completing either form please make sure that the ASC-WDS number is included. Without this information the form will be returned. All forms are processed and entered on our system using the ASC-WDS registered name.

Why do the CQC provider and location ids (where applicable), the main service

type and website details have to be completed on the members' declaration 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 members'/organisation 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 will have their subsidiaries carried forward, subject to your review.

If you wish to add any additional subsidiaries to your grant during the funding year you will need to submit an updated organisation declaration form.

Existing partnerships: If you are successful in your 2023-24 application, you will have your membership carried forward, subject to your review.

New partnership members: New members will need to complete a members' declaration form for 2023-24. We will not be able to accept forms from previous years for new members.

New partnerships: New partnership in 2023-24 will need to submit member's declaration forms for 2023-24 for all members.

I have previously held a WDF grant with Skills for Care. Will the members/subsidiaries we had previously be transferred over to the 2023-24 grant?

If you previously held a WDF grant in 2022-23 you will be sent a list of all the members/subsidiaries that were included on this grant. Please return this list detailing which workplaces/subsidiaries you would like to remain as members/linked to your grant during 2023-24 and to also highlight any changes to addresses or ASC-WDS numbers.

If you previously held a grant with Skills for Care but not in 2022-23 then previous members/subsidiaries will not be carried forward.

For partnerships: only include details of members who have joined the partnership to access WDF. Do not include those who have joined as a result of wider engagement and do not wish to access the fund.

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 partnership.. Skills for Care will authorise or decline any requests by workplaces to access funding via an alternative partnership and our decision will be final.

Subsidiaries of large national organisations who have a direct grant agreement with Skills for Care cannot join WDF partnerships. You will need to advise the contracts unit if a subsidiary needs to be removed from your grant.

How does a member leave my WDF partnership to join another?

To join another partnership:

- The employer needs to complete a members' declaration form and submits this to the new partnership.
 - The new partnership submits the members' declaration form to Skills for Care who will approve or decline the request.
- If accepted by Skills for Care, any previous partnership agreement that was in place will be immediately terminated.

I am / my members are claiming money for learning and development from another public funding source, can a claim be made under the WDF?

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 from our [list of funded qualifications and learning programmes](#) and 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 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 'free' 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 apprenticeship levy can only be used to pay training delivery and end-point assessment costs. The levy is a tax being applied by Government so it would not be appropriate to allow public money to offset it.

You can claim WDF alongside the apprenticeship levy but it will not be possible to use the WDF towards training delivery and end-point assessment costs. However,

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 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, end point assessment and certification when calculating their training costs which have been covered by other funding.
5. It is an employer's responsibility to ensure that they do not claim more funding than the cost to them of employees undertaking training. 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/module 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.

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

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

¹ Example based on funding band for the Adult Care Worker and Lead Adult Care Worker standards with a start date before 26 June 2023



- name of qualification
- qualification code as per the list of funded qualifications and learning

- the date of issue of the certificate must be between 1 January 2023 - 31 May 2024
- name of the awarding organisation
- name of the learning provider or centre number.

What is the evidence to claim an apprenticeship standard?

The evidence to claim an apprenticeship standard is a copy of the learner's diploma certificate to claim the diploma within the apprenticeship standard (full detail as set out in the above question, what is the evidence to claim a qualification) and a copy of the final apprenticeship standard certificate. The final apprenticeship standard certificate must contain the following information:

- candidate name
- unique learner number
- name of the apprenticeship standard
- apprenticeship standard code as per the list of funded qualifications and learning (this can be written on)
- the date of award must be between 1 January 2023 - 31 May 2024
- the certificate must be issued by the Institute for Apprenticeships & Technical Education (IfATE).

What is the evidence to claim a learning programme?

The evidence to claim for a learning programme is a copy of the learner's completion certificate from the learning provider which must contain the following information:

- candidate name
- candidate date of birth (this can be written on)
- name of learning programme completed
- our code for the learning programme completed as per the list of funded qualifications and learning (this can be written on, e.g. LTS for Lead to Succeed.)
- the date of issue of the certificate/completion of the course must be between 1 January 2023 - 31 March 2024
- name of endorsed learning provider (must be a Skills for Care endorsed provider who is licenced to deliver the learning programme).

What is the evidence to claim a digital learning module?

The evidence to claim for a digital learning module is a copy of the learner's completion certificate which is available on completion of the digital module and must contain the following information:

- candidate name
- candidate date of birth (this can be written on)
- name of digital module completed

- 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 find guidance/information on the taxation aspect of the payments?

Skills for Care does not provide any specific guidance for the taxable treatment of WDF grants to recipients. The HMRC web site (www.hmrc.gov.uk) advises, 'Financial assistance in the form of grants is subject to the normal taxation rules' therefore we would advise you/your members to seek guidance from your dedicated professional advisors as to the tax treatment for your case.

5. Using the funding claim form

As a grant holder, how do I claim WDF?

You must submit a fully completed funding claim form to Skills for Care. The funding claim form will be unique to each grant holder and must be filled out correctly.

Note:

- The original format of the electronic form must not be changed in any way.
- Any amendments to the form cannot be recognised by our system and will result in delay in the claim being processed and payment being issued.
- Additional lines or columns must not be added and a new claim form should be raised if additional space is required.
- For example, if a workplace is not showing on the drop-down menu and is manually typed in, our system will not recognise them as being eligible for funding and will reject that part of the claim.

To claim for qualifications, the funding claim form must show:

- The organisation

- 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

- They are not listed on our system as a workplace because we have not received a fully completed members/organisations declaration form. Check the partners tab of the claim form to see whether the member/subsidiary is listed.

You will need to contact the Contracts Unit who will be able to advise further.

When will I get an updated claim form?

Our WDF system is updated on a weekly basis to show all the members/subsidiaries that have achieved the ASC-WDS requirements. If you have newly eligible members/subsidiaries you will be sent an updated claim form.

Can I use an old claim form?

Yes, we are able to accept any funding claim form from the 2023-24 funding year, unless advised otherwise and providing the member/workplace you want to claim funding for shows in the drop-down menu. However, we advise using the most up to date form.

How do I 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.

6. Payments

When will we receive payment from Skills for Care for claims submitted?

Skills for Care undertake to pay all subsequent claims as and when they are submitted and processed unless you are advised otherwise. We will not be responsible for any delay in payment caused by incomplete or illegible claims or claims sent to the wrong mailbox.

It is the grant holder's responsibility to set deadlines for their members/subsidiaries which enable them to submit claims by Skills for Care's deadlines and to manage communication with their members/subsidiaries in relation to when they will receive payment.

How will I receive payment?

Payments will be carried out via BACS. Please make sure that you have submitted your most recent bank details to your Disbursement Assistant. Any correspondence relating to payments will be emailed to the lead contact and administrator. If you require a copy of the remittance advice to also be sent to your finance department, please inform us of the necessary email address so that we can copy them in.