

**Frequently Asked Questions
Workforce Development Fund
2011-2012**



Table of Contents

What is WDF? Page 3

Who can claim WDF? Page 3

What units are eligible for funding? Page 3

How much does Skills for Care contribute to each unit completed? Page 3

What evidence do I have to submit to qualify for payment? Page 3/4

Does all evidence have to be sampled? Page 4

Many providers are moving towards Holistic assessment and paper-free systems, how does this affect WDF? Page 4

What should I put on the "Organisation" section of the Funding Claim Form? Page 5

What should I do if an organisation is not showing on the Funding Claim Form? Page 5

Once a proposal has been accepted, can a Partnership add more members? Page 5

I have previously held a TSI contract with Skills for Care, will the members we had previously be transferred over to the WDF partnership? Page 5

Can I submit an old Partnership form to add members on my WDF partnership contract? Page 5

My organisation holds a WDF contract directly with Skills for Care, how do I add more establishments? Page 5/6

When will I get an updated Claim form? Page 6

Can I use an old Claim form? Page 6

Who needs to sign the funding claim form? Page 6

What happens if I have not supplied the NMDS-SC number? Page 6

What are the NMDS-SC requirements for 2011/2012? Page 6/7

What does my member/care provider need to do in order to be eligible for WDF funding?
Page 7

When will we receive payment from Skills for Care for evidence submitted? Page 7

When are milestones due? Page 7/8

My partnership applied for WDF funding but did not get the amount they requested. Page 8

If I have any problems or questions regarding my Contract, whom should I contact? Page 8

Can I have more than one administrator on my WDF contract? Page 8

What should I do if the lead contact changes during the duration of the contract? Page 8

Partnership issues with training providers. Page 8/9

How to claim for candidates when names have changed due to marriage/divorce? Page 9

If units are returned, can I re-submit them if the evidence now meets the criteria? Page 9

If we exceed our allocation how do we obtain further funding? Page 9

Do I need to keep a copy of any of the WDF documentation? Page 9

Can we use the Skills for Care logo? Page 9

What is a Unique Learner Number (ULN)? Page 9

Other issues Page 9

What is WDF?

The Workforce Development Fund is a new funding stream from the Department of Health, replacing the Training Strategy Implementation Fund. Its aim is to support the development of staff across the Adult Social Care Sector through vocational qualifications.

Who can claim WDF?

All adult social care providing establishments are able to claim. The following are also eligible to claim WDF as long as they are not NHS funded: Hospices, Recruitment Agencies, Volunteers, Overseas Workers, Direct Employers. If you are unsure if someone is eligible to claim please contact your contracts officer before you submit a claim for them.

What units are eligible for funding?

During the transition from the National Qualifications Framework to the Qualification Credit Framework we will continue to fund those who are registered for NVQ's for a limited time. NVQ units that have been completed (assessed and verified) after 1 January 2011 and before 30 September 2011 can be claimed for. These units must be claimed by the 31 October 2011 milestone; no NVQ units will be accepted for funding after this milestone.

QCF units can be claimed throughout the 2011/12 funding year, please refer to your contract for the list of acceptable units for further information on these. The full list of acceptable QCF units is also available from the Skills for Care website.

How much does Skills for Care contribute to each unit completed?

The contribution depends on the type and size of unit being claimed.

For QCF units the funding per unit will be calculated on the number of credits that make up the unit. We will fund £10 per credit. For example, a QCF unit consisting of 3 credits will be funded at £30. Skills for Care will continue to contribute £80 towards the cost of each NVQ unit achieved.

What evidence do I have to submit to qualify for payment?

The evidence required by Skills for Care is as follows

- From the lead partner or lead contractor if a direct access contractor, the funding claim form together with evidence collated from your members must be submitted to the Contracts Unit at the Skills for Care head office address in Leeds. Skills for Care will not be held responsible for evidence or milestone claim forms sent to the wrong destination.
- The Funding Claim Form must be filled out correctly, and the original format of the electronic form must not be changed in any way. Any amendments to the form can not be recognised by our system and it will therefore reject any amended claim forms. For example, if a member that is not showing on the drop down menu is manually typed on the form our system can not recognise the member as being eligible for funding and so will not accept it. Additional lines should also not be added, please start a new claim form if additional lines are required.
- The funding claim form must be fully completed listing all organisations, candidates name, candidate registration/enrolment number, the units achieved and also the total

amount claimed. This must be signed and dated by the lead partner or lead contractor. If any information is missing from the funding claim form, Skills for Care reserves the right to return this together with any evidence.

- Evidence should be submitted on a regular basis in minimum batches of 25 and maximum of 250. Batches that exceed this may result in delays.
- Please do not wait for the Milestone date to submit your claims as you can submit as many claims as you want as and when you have them throughout the period of the contract.

Acceptable Evidence:

We can only accept units that are listed on the list of acceptable units including in the contract. We are able to accept the following evidence for these units:

- For all units - Unit summary sheet (from the assessment centre or awarding body) with the candidate name, registration/enrolment number and unit code (e.g. HSC385), signed and dated by the assessor and signed and dated by the internal verifier.
- We also accept internal verification progress reports or equivalent. These must: contain the candidate's name, candidate registration/enrolment number, be signed and dated by both the assessor and internal verifier against each unit being claimed for, state the completion date and the NVQ/QCF short code achieved.
- NVQ units must be assessed and verified between 1 January 2011 and 30 September 2011.
- All dates for QCF units must be between 1 January 2011 and 16 March 2012.
- We are unable to accept certificates as evidence.
- In addition you may provide the unique learner number, however this is not mandatory.

Does all evidence have to be sampled?

Each unit always requires the assessor and internal verifier to sign and date. When the evidence is not sampled the internal verifier should state, "not sampled". A letter should be provided with **each** batch explaining the sampling policy and therefore why there is no internal verifier's signature on the evidence. The letter must be from either the lead partner, the member concerned or the training provider.

Many providers are moving towards Holistic assessment and paper-free systems, how does this affect WDF?

The contribution offered by Skills for Care is based on completed units only for which we still require a unit summary sheet or equivalent to enable us to track units being claimed/achieved. Please refer to the contract or the section regarding acceptable evidence, above, to be sure that your evidence meets our requirements. Skills for Care are currently working towards developing a paper-free system for WDF.

What should I put on the “Organisation” section of the Funding Claim Form?

This is the ‘member’ who has submitted the evidence to you, i.e. the employer of the candidate being claimed for. These members will already be pre-entered on the electronic funding claim form sent to you, provided that they have registered as a member and have met the NMDS-SC update requirements. You simply need to select the relevant organisation from the drop-down menu.

What should I do if an organisation is not showing on the funding Claim Form?

If an organisation/member is not appearing on the drop down menu of the funding claim form it will most likely be due to one of two reasons. Either they have not met the NMDS-SC requirements for WDF or they are not listed on our system as a member as we have not received a fully completed partnership membership form for the organisation. If a member is not showing on the funding claim form you should contact the contracts unit and they will be able to advise further.

Once a proposal has been accepted, can a partnership add more members?

Yes and we encourage this particularly if there are still units to utilise. Any new partnership member must fill out the new partnership membership form as the original members did before making a claim. The partnership form must be fully and accurately completed. Once the partnership form has been submitted to Skills for Care and the member has met the NMDS-SC requirements they will show on future funding claim forms and you will be able to claim WDF for this member. We do not require the original copy of the partnership membership form and are happy to receive these electronically. We would advise that you keep the original copy for your records.

I have previously held a TSI contract with Skills for Care, will the members we had previously be transferred over to the WDF partnership?

No, previous partnership member lists will not be automatically transferred over. In order to add members to a WDF partnership we will require a fully completed WDF partnership membership form for each individual member.

Can I submit an old Partnership form to add members on my WDF partnership contract?

We will require 11/12 WDF partnership membership forms for all members wishing to be included in the partnership. We will not be able to accept the old TSI version. A copy of the WDF partnership membership form is available from the Skills for Care website. A membership form must be completed for every establishment in an organisation that would like to be listed as a member on that contract. We are unable to accept one membership form to cover a head office and all the establishments that come under that organisation. There must be one partnership membership form per establishment.

My organisation holds a WDF contract directly with Skills for Care, how do I add more establishments?

If your organisation contracts directly with Skills for Care and you disburse WDF purely within your organisation we require you to complete the WDF organisation details form. The first

page of this form should be completed with the head office details. The next pages provide space to provide all the details of the establishments within your organisation. For each of the establishments listed we need to be provided with the establishment name, address and NMDS-SC ID for each establishment for which funding will be claimed. If you wish to add more establishments throughout the year you will need to re-submit this form with the new establishment highlighted so that they can be included in your contract.

When will I get an updated Claim form?

Our WDF system is updated on a weekly basis to show all the members that have achieved the NMDS-SC requirements. If you have any members that show on this report that have now become eligible you will be sent an updated claim form. If we received a completed partnership membership/organisation details form and they have already met the NMDS-SC requirements, you will also be sent an updated funding claim form once they have been entered on to our system.

Can I use an old Claim form?

Please make sure that you are using the most up to date funding claim form as we are unable to accept the old TSI version. Our system will not recognise an old copy and it will reject the claim. If you do submit an old claim form this may be returned and you will be expected to complete an up to date version.

If you are not sure that you have the most up to date version of the funding claim form, please request a copy from the contracts unit.

Who needs to sign the funding claim form?

The completed funding claim form must be signed by the lead contact or contact signatory. On request the administrator can be authorised to sign the claim form, this must be agreed between the lead contact and your Contracts Officer.

What happens if I have not supplied the NMDS-SC number?

It is a condition of claiming WDF in 2011/12 that funding will only be released for those members who have achieved the NMDS-SC requirements and supplied Skills for Care with the unique NMDS-SC reference number. Submitting via the online system at www.nmds-sc-online.org.uk is quick and easy, the updating is immediately recorded and the system also provides a range of useful individualised workforce reports for your establishment. If you need any help with updating your NMDS-SC, please contact the NMDS-SC Helpdesk on 0845 873 0129. It is the responsibility of the Lead Partner to ensure that the correct NMDS-SC numbers are passed to the contracts unit, failure to do so may result in delays in eligible members appearing on the funding claim form.

What are the NMDS-SC requirements for 2011/2012?

Each establishment/member is required to complete their NMDS-SC data to the following criteria in order to claim WDF during 2011-2012:

1. An establishment must fully complete and update an NMDS-SC organisational record after 1 April 2011.
2. The establishment must fully complete individual worker records for a minimum of 90% of its total workforce (this includes any staff who are not care-providing). These must be fully updated after 1 April 2011.

In order to support employers any organisation that achieved eligibility during 2010-2011 will remain eligible until 30 September 2011. In order to remain eligible for all of the 2011-2012 funding year a full update of both the organisational record and the worker records will be required. Employers can update at any point after 1 April 2011 in order to retain eligibility throughout 2011-2012. For more information on the NMDS-SC please visit www.nmds-sc-online.org.uk

Please ensure that the member has met the NMDS-SC requirements before submitting a claim, as they will not be accepted otherwise. A fully completed partnership membership/organisation details form must also be submitted in order to meet the eligibility requirements.

What does my member/care provider need to do in order to be eligible for WDF funding?

All members need to have met the NMDS-SC requirements as above. They must also fully complete a WDF partnership membership form and a copy of this must be sent to the contracts unit. If an organisation has more than one establishment wishing to register as a member we will require a fully completed partnership membership form for each one. We are unable to accept one partnership membership form for the head office in order to cover all the establishments unless you have been advised otherwise. If your organisation holds a WDF contract directly with Skills for Care you will need to use the organisation details form and not the partnership membership form.

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

In accordance with the terms of the contract, when the first milestone has been achieved Skills for Care undertake to pay all subsequent claims as and when they are submitted and processed. Turnaround for processing of claims is 30 working days after the receipt of a correctly completed claim form and valid evidence. Skills for Care will not be responsible for any delay in payment caused by incomplete, illegible or misposted claims for payment.

When are milestones due?

The milestone due dates as stipulated in your contract are as follows

Milestone	Due Date
Milestone 1: 15% Partnership standards self assessment (if applicable)	30 September 2011
Milestone 2: 30%	31 October 2011
Milestone 3: 75%	31 December 2011
Milestone 4: 100%	16 March 2012

Evidence must be received in our office in Leeds no later than the dates specified in Annex 1 to Schedule 1. Although we accept evidence from the first date of the contract, in order to allow everyone time to submit units that were completed up until 16 March 2012, we are accepting final claims for payment up until 30 March 2012.

Please note that this 10-day allowance to submit a claim **only applies to the final milestone**.

*******We strongly recommend you submit regular batches and do not wait for the milestone dates to manage the contract effectively.*******

If you are experiencing any difficulties in achieving, this must be put in writing to your designated Contracts Officer at the earliest opportunity so that if necessary, your contract may be amended accordingly.

My partnership applied for WDF funding but did not get the amount they requested.

You will not be surprised that applications from partnerships are heavily over subscribed for area, national and direct access funds. This provides an important indication of the level of activity and commitment employers are showing to the achievement of qualifications. In order to reach as many employers as possible we cannot guarantee that you will receive the amount you requested. There may be other funding streams available (see the Skills for Care website for further information).

If I have any problems or questions regarding my Contract, whom should I contact?

Any queries relating to your contract should always be directed to the Contracts Unit. Do not hesitate to contact the Contracts Officer responsible for your contract that is identified on all correspondence and will be only too happy to help you with your query.

Can I have more than one administrator on my WDF contract?

There can only be one administrator named on the contract. We are able to change an administrator during the year if required, for example if they leave the organisation, however the previous administrator will be removed. Skills for Care can only discuss this contract with the designated lead contact and administrator.

What should I do if the lead contact changes during the duration of the contract?

Please inform us in writing of any change of information such as the lead person or a change of address.

Partnership issues with training providers.

The training providers are chosen by the employers at their own discretion. Skills for Care recommend that members have an agreement with their training provider to ensure that they can provide you with what you need. If you are unhappy with a training provider you should consider alternative providers. Training providers should provide you with the information you require. We cannot liaise with a training provider, as this is not the lead partner, we are contracting with you. To ensure the contract is fulfilled we must ensure you are aware of

any/all issues. If we correspond with Training Providers the lead partner is often left out of the loop. As the lead partner, you take on the responsibility to filter the new/existing information and Skills for Care's requirements to all of those who you feel require this within your organisation/partnership or who are involved with the contract.

How to claim for candidates when names have changed due to marriage/divorce?

Submit the claim and evidence as normal but you must include a brief letter to advise us who it is that has had the name change by providing the existing and the new details. We can then update our records and any further claims will not require the same letter.

If units are returned, can I re-submit them if the evidence now meets the criteria?

If units are returned because they do not meet our criteria, in some circumstances the error can be rectified, e.g. if a signature is missing. You may claim for this again at a later date in a different claim by completing a funding claim form as usual. The **exception** to this is at the end of the contract. If your final claim contains any errors, you will not be able to re-submit after the contract end date. All claims **MUST** be received by **30 March 2012** and no re-submitting will be accepted after this date. Claims received after 30 March 2012 will not be processed and returned to you.

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

Keep your Contracts Officer informed if you think you are likely to exceed your allocation and they will be able to advise you accordingly.

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 contract. You should also ensure that your members or training providers are aware of this stipulation. You are required to keep copies of documents for seven years.

Can we use the Skills for Care logo?

As per Clause 8, you must obtain written authorisation in order to reproduce any materials or to use Skills for Care logos. It is not assumed that this is an automatic privilege because WDF has been received.

What is a Unique Learner Number (ULN)?

A Unique Learner Number is a 10-digit number which is unique to the learner and is used in England, Northern Ireland and Wales. Further information on ULNs can be found at: www.learningrecordsservice.org.uk/products/uln/

Other issues

Should you have any other issues or concerns with any aspect of your contract, please direct this to your designated Contracts Officer in writing.