



- ◁ Occasional resources or services that may be provided by project funding or via partner organisations, e.g. funded childcare provision, free IAG sessions, free trips.

4. Policy

The WEA policy is to:

Ensure that all students receive information about financial support and its availability in line with the Student Services Strategy Give students, staff and volunteers clear guidance about student eligibility for all types of support. Current information on financial support can be found by visiting <https://www.wea.org.uk/learn-us/course-fees-and-financial-support>

Provide students with appropriate opportunities to discuss their support needs confidentially and one-to-one

Ensure confidentiality during application processes in line with the Confidentiality Policy and manage Discretionary Learner Support to ensure that those in greatest need are supported in line with ESFA/MCA rules:

- ◁ Ensure fair and equitable administration of Discretionary Learner Support in line with ESFA and MCA rules
- ◁ Train and support staff to administer the DLS fairly as above
- ◁ Give students clear information about the processes of application and appeal
- ◁ Give students clear reasons for refused Discretionary Learner Support applications in line with the Appeals Procedures for DLS Applications.
- ◁ Signpost or refer refused students to other sources of financial support wherever possible
- ◁ Ensure that any other sources of support are similarly managed in line with the requirements of their funding bodies.

5. Implementation

- ◁ Up to date Information can be accessed on the [WEA website](#) and [WEA intranet](#)
- ◁ Training offered to tutors and WEA staff via Learning and development opportunities by the Learning IAG Manager

6. Management

- ◁ The Learning IAG Manager has responsibility for student support and for administration of Discretionary Learner Support and Additional Learner Support in line with ESFA and MCA rules.
- ◁ The Student Support Team Leader and assistant to process DLS and ALS forms within five working days and record this in to WEAMIS.
- ◁ Regional managers will be identified to help promote and manage student support working closely with the Learning IAG Manager.



- ◁ Where there are DLS or ALS eligibility issues and appeals, the Head of Learner service, Director of Quality and Student Services will consult ESFA and MCA Funding Rules. The resulting decision will normally be final. See Appeals Procedure for DLS Applications for appeals beyond the WEA.

7. Monitoring