



Learner Support – Eligibility Information

Most recent update: 10 September 2025

Scope

Learner Support is available to provide financial support for learners with a specific financial hardship preventing them from taking part or continuing in learning.

Other sources of support for learners should also be considered to ensure the most appropriate funding is used. For example, the [Adult Skills Fund funding rules](#) show that people on low incomes may be eligible for full funding (remittance of tuition fees).

Who Is Eligible For Learner Support?

A learner is likely to be eligible for help from this fund if they are in receipt of a means tested benefit, e.g. Universal Credit/tax credits or from a low-income household.

This funding is limited and learners who are eligible for support are not automatically entitled to it. When the funds are fully committed, no further awards will be made.

Types Of Support Available For Hardship Funding

The following list shows the types of support available. The list is not exhaustive, and support may be provided to learners based on learner needs and local circumstances.

- Tuition fees
- Awarding body fees including registration and certification
- Course related costs including course trips
- Support with domestic emergencies
- Transport
- Childcare

Childcare support does not cover the following:

- Informal childcare, such as that provided by a relative
- A financial contribution to the costs of crèche
- Childcare for learners aged under 20 on the first day of learning
- A top-up to childcare payments when receiving 'Care to Learn' payments

Evidence Required

The learner's Initial assessment will demonstrate the need for support and hardship. This should be summarised on the learner's Individual Learning and Support Plan (ILSP).



Payments

Learner Support monies will be awarded to eligible learners. For direct delivery learners this will be paid by cheque; for sub-contracted delivery, payment will be made to the provider to be passed on to the learner. In the case of the award being made for course costs, Learner Support monies will be made direct to the sub-contracted provider to cover the learner's course costs.

Payments for childcare to be arranged between the learner and tutor. Childcare providers must be Ofsted registered.

Complaints And Appeals Procedure

In the event of an application being refused, there is a right of appeal. Please contact your provider manager. All appeals will be referred to the Skills and Employment Manager.