

WEA Appeals Procedure for Discretionary Learner Support

Discretionary Learner Support (DLS) is public money allocated to the WEA by the Education Skills Funding Agency (ESFA) and Mayoral Combined Authorities (MCA). It is intended to help support students in financial hardship. DLS is a fixed amount of money allocated on an annual basis. Because it is a fixed amount, it may run out in the year.

Our priority is to ensure that it goes to students in greatest financial need. We also aim to ensure that it is fairly distributed, e.g. we may limit the number or amount of claims someone can make in a single year. This means that we may have to refuse some claims.

If you feel that your application for DLS has been unfairly refused, the first step will be to contact your Course Organiser in your Regional Office. Regional contact details are available from www.wea.org.uk/find-your-local-wea

If matters are unable to be resolved the Learning IAG Manager and Head of Learner services will check whether all the facts in your application are correct and complete, and ask you whether your circumstances have changed, as this may affect his/her decision. The Learning IAG Manager will then write to you to let you know what he/she has decided, explaining the reasons. If necessary, he/she will advise you about other sources of support.

If you are still not satisfied, you can appeal in writing to the Director of Quality & Student Services at WEA Support Services Leeds Suite 10b Josephs Well Hanover Walk Leeds LS3 1AB

They will need to ask you about:

- (1) your residency in the UK
- (2) the course you are applying for and
- (3) details of your financial circumstances. Your age might also be relevant. Make sure you send these details or have them to hand when telephoning.

The Director of Quality & Student Services will then review your case. You will receive a written reply giving you reasons for the final decision. A copy will be kept on file and a copy will be sent to your Regional Office.

If you are still not satisfied, use the Complaints Procedure to contact the WEA's Chief Executive and General Secretary at our registered office (address as above).

Links to other policies and documents

This policy is part of a suite of Student Support policies defining student support entitlements. Most relevant policies are publicly available through the WEA’s website at <https://www.wea.org.uk/about-us/policies>

Date of this Review	Date of next Review	Policy reviewed and updated by:	Policy approved by:
July 2021	July 2022	Learning IAG Manager	Director of Quality and Student Services