



Adult Learning Within Reach

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# Appeals Procedure for Discretionary Learner Support (DLS)

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 learners 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 is offered to learners in greatest financial need. We also aim to ensure that it is fairly distributed, e.g. we may limit the number or number 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 the Learner Support Team using [learnersupport@wea.ac.uk](mailto:learnersupport@wea.ac.uk) or 0300 303 3464. They 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 their decision. The Learner Support Team will then write to you to let you know what they have decided, explaining the reasons. If necessary, they will advise you about other sources of support.

If you are still not satisfied, you can appeal in writing to the Director for Learning using [learnersupport@wea.ac.uk](mailto:learnersupport@wea.ac.uk)

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 for Learning will then review your case. You will receive a written reply giving you reasons for the final decision. A copy will be kept within an internal file. If you are still not satisfied, use the Complaints Procedure to contact the WEA’s Safeguarding and Complaints Managers using [learnersupport@wea.ac.uk](mailto:learnersupport@wea.ac.uk) This policy is part of a suite of learner support policies defining learner support entitlements. 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:
January 2025	July 2025	Head of Learner Attraction and Experience	Director for Learning