

Education & training and apprenticeships qualification achievement rates 2014/2015

Guidance notes for the use of the Business Intelligence (BI) qualification achievement-rate dashboard

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Section 1 - Introduction

Purpose of this document

1. This document provides information about the 2014/2015 Business Intelligence (BI) qualification achievement-rate dashboard.

Changes to the way the qualification achievement-rate information is presented

- In preparation for the introduction of a broader range of success measures in the future the name of qualification success rates has changed to qualification achievement rates. A consequence of this is that success-rate has been renamed achievement-rate and the 2013/2014 achievement-rate has been renamed passrate.
- 3. Changes have been made to the way qualification achievement rate are presented. For 2013/2014 the qualification achievement rate information was presented as a set of reports, which were downloaded from Provider Gateway. For 2014/2015 the qualification achievement rate information is being made available on a Business Intelligence (BI) dashboard, which is accessed via The Hub.

Purpose of qualification achievement rates

4. Qualification achievement rates help training providers to assess the quality of the courses they provide, and the Office for Standards in Education, Children's Services and Skills (Ofsted) uses them in their inspections. The data feeds into minimum standards, which we use to identify and manage underperformance.

Purpose of minimum standards

- 5. We use the minimum standards to assess whether a training provider is delivering provision that makes efficient and effective use of public funds.
- 6. We will take action if a training provider's performance is below the minimum standard. The action we will take is set out in our Approach to Intervention document (at www.gov.uk/government/publications/sfa-when-and-how-the-sfa-will-formally-intervene-with-providers).

Availability of the qualification achievement rate dashboard

7. The qualification achievement rates dashboard will be provisionally released on The Hub on 29 February 2016. It will be confirmed as final no later than 31 March 2016.

Availability of the qualification achievement rate provider data extracts

- 8. To complement the qualification achievement rates dashboard provider data extracts are available on Provider Gateway. Providers download their own provider data extracts, in a zipped file, from the Provider Gateway. Two zipped files are available, one containing education & training learning aims and one containing apprenticeship frameworks. Each zip file contains three files.
 - i. A file containing details of all education & training learning aims or apprenticeship frameworks relating to the provider that were expected to complete, or that actually completed, in 2012/2013, 2013/2014 or 2014/2015, that are included in the qualification achievement rate calculations.

- ii. A file containing details for all education & training learning aims or apprenticeship frameworks relating to this provider that were expected to complete, or that actually completed, in 2012/2013, 2013/2014 or 2014/2015, but that were excluded from the qualification achievement-rate calculations.
- iii. A guidance document

Exclusions from qualification achievement rates

- 9. Some learning aims are not included in calculations of the qualification achievement rates. The main reasons for exclusion are as follows.
 - a) Education & training learning aims or apprenticeship frameworks where the learner has withdrawn within the funding qualifying period, and the learning aim or apprenticeship framework is not achieved.
 - b) Education & training learning aims or apprenticeship frameworks where a learner has transferred to a different learning aim with the same provider or is on a planned break.
 - Education & training learning aims or apprenticeship frameworks where a learner transferred to a new provider due to intervention by us or the Education Funding Agency.
 - d) Education & training learning aims or apprenticeship frameworks that are not funded by us or the Education Funding Agency.
 - e) Education & training learning aims that are key skills aims.
 - f) Education & training learning aims that are innovation code learning aims.

Full details on all exclusions are given in the education & training and apprenticeships dataset production and data definitions documents (at https://www.gov.uk/government/publications/sfa-qualification-achievement-rate-2014-to-2015).

Provider mergers and changes to learner reference numbers

10. Any mergers of further-education colleges, and changes to learner reference numbers, reported to us by 25 October 2013 using the learner reference number mapping document, or recorded in the 2013/2014 or 2014/2015 ILR, have been applied to the final datasets.

Further Information

11. If you need more information you can phone the service desk on 0370 267 0001 or email servicedesk@sfa.bis.gov.uk . Please provide a detailed explanation of your query.

Section 2 – Qualification achievement-rate and minimum-standards calculations

Calculating qualification achievement-rate, pass-rate and retention-rate percentages

- 12. Only qualification achievement-rate percentages are calculated for apprenticeships frameworks. Qualification achievement-rate, pass-rate and retention-rate percentages are calculated for education and training learning aims.
- 13. Qualification achievement-rates provider data extracts can be downloaded from Provider Gateway. The fields from the qualification achievement-rates provider data extracts that

are used in calculating overall qualification achievement, pass and retention rates are as follows.

- Hybrid_End_Year
 This field is the actual learning end year (Actual_End_Year) or the expected learning end year (Expected End Year), whichever is later.
- Overall_Leaver
 This field indicates whether a learning aim has ended (a learning aim has ended if a learning actual end date is present). Learning aims where Overall_Leaver is 1 are included in the overall qualification achievement-rate calculations.
- Overall_Achiever
 This field indicates whether a learning aim has been achieved (achieved learning aims have a Learning Outcome of 1 or 7).
- Overall_Completer
 This field indicates whether a learning aim has been successfully completed
 (successfully completed learning aims have a Completion Status of 2). This field is
 not present in the apprenticeships qualification achievement-rates dataset.
- 14. For a given hybrid end year, the **overall** qualification achievement-rate percentage is calculated as follows.

Number of learning aims that have been achieved		
Number of learning aims that have ended		

In terms of the fields on the provider data extract, for a given hybrid end year (Hybrid_End_Year) the overall qualification achievement-rate percentage is calculated as follows.

Number of learning aims where Overall_Achiever is 1
_____ X 100

Number of learning aims where Overall_Leaver is 1

15. For a given hybrid end year, the overall pass rate is calculated as follows.

Number of learning aims that have been achieved

X 100

Number of learning aims that have been successfully completed

In terms of the fields on the provider data extract, for a given hybrid end year (Hybrid End Year), the overall pass-rate percentage is calculated as follows.

Number of learning aims where Overall_Achiever is 1

Number of learning aims where Overall_Completer is 1

16. For a given hybrid end year, the overall retention rate is calculated as follows.

Number of learning aims that have successfully completed

X 100

Number of learning aims that have ended

In terms of the variables on the provider data extract, for a given hybrid end year (Hybrid_End_Year), the overall retention-rate percentage is calculated as follows.

Number of learning aims where Overall_Completer is 1

Number of learning aims where Overall_Leaver is 1

X 100

- 17. The fields from the provider data extract that are used in calculating timely qualification achievement rates are as follows.
 - Expected_End_Year
 This field is the first calendar year of the academic period which the Learning Planned End Date falls in.
 - Timely_Leaver
 This field indicates whether a learning aim has been included in the qualification achievement-rate calculation. Learning aims where Timely_Leaver is 1 are included in the overall qualification achievement-rate calculations.
 - Timely_Achiever
 This field indicates whether a learning aim has been achieved.
- 18. For a given expected end year the **timely** qualification achievement-rate percentage is calculated as follows.

Number of learning aims that have been achieved by their planned end date or within 90 days after it

X 100

Number of learning aims expected to be finished

In terms of the fields on the provider data extract, for a given expected end year Expected_End_Year) the timely qualification achievement-rate percentage is calculated as follows.

Number of learning aims where Timely_Achiever is 1

X 100

Number of learning aims where Timely_Leaver is 1

19. Pass rate and retention rate are not calculated for the timely measure.

Calculating the percentage of the education and training cohort below the minimum standard threshold

- 20. The education and training minimum standards calculation uses the overall qualification achievement rate and uses data for hybrid end year 2014/2015 only.
- 21. The first stage in working out the percentage of provision that is below minimum standards is to identify whether the 19+ age band's overall qualification achievement rate for individual learning aim references is below the minimum standards threshold for the qualification type (for example, A-level, Diploma).
- 22. If the 19+ age band's qualification achievement rate of a learning aim reference is below the minimum standard threshold, all the cohort for that learning aim reference are classified as being below the minimum standards threshold. The cohort number and the qualification achievement rate are highlighted in red in the minimum standards aim details page of the QAR dashboard.

23. The table below shows the minimum standards tolerance for each qualification type.

Qualification type	Minimum standards threshold
Access to HE	70%
A-levels	75%
AS-levels	63%
Basic skills maths and English	63%
Certificate	70%
Diploma	70%
GCSE maths and English	75%
GCSE other	75%
Award	75%
ESOL	63%
QCF unit	75%
Other regulated	65%
Other non-regulated	75%

- 24. Higher thresholds will be applied in 2015/2016. These are described in the document 'How the Skills Funding Agency will apply minimum standards for 2015 to 2016' (at www.gov.uk/government/publications/sfa-minimum-standards-2015-to-2016).
- 25. The cohort below the minimum standard threshold are then added together to give a figure for the total education and training cohort below the minimum standards threshold for the provider.
- 26. The percentage of the cohort below the minimum standard threshold is then calculated as follows.

The total cohort below the minimum standard threshold	X 100
The total cohort for the provider	× 100

- 27. The percentage of the education and training cohort below the minimum standard threshold is then compared to the minimum standards tolerance level, which is 40%.
- 28. If the percentage of the education and training cohort below the minimum standard threshold is equal to or greater than the minimum standards tolerance, the provider's provision is below minimum standards and there may be formal intervention by us, as set out in the Approach to Intervention process (at www.gov.uk/government/publications/sfa-when-and-how-the-sfa-will-formally-intervene-with-providers).

29. When education and training provision is below minimum standards, the total percentage of the cohort below the minimum standards threshold highlighted in red on the summary page of the QAR dashboard. An example of this is shown below.

Minimum Standards	Cohort	Below Threshold	% Below Threshold
Apprenticeships	1,562	658	4 2.1%
Education & Training	8,294	4875	5 8.7%

30. These calculations are illustrated in the two scenarios below.

In these scenarios, a training provider only delivers three level-2 qualifications. These qualifications are:

50098160: Diploma in Vehicle Fitting Principles (QCF)

50098184: Diploma in Light Vehicle Maintenance and Repair Principles (QCF)

50098366; NVQ Diploma in Performing Engineering Operations (QCF)

Scenario 1 – The percentage of the cohort below the minimum standards threshold is less than the minimum standards tolerance.

			Overall			
			2014/15	2014/15		
Qualification Type	Learning Aim Reference	Learning Aim Title	Provider QAR	Cohort	Cohort Below Minimum Standards Threshold	
Diploma	50098160	Diploma in Vehicle Fitting Principles (QCF)	51.3%	40	40	
Diploma	50098184	Diploma in Light Vehicle Maintenance and Repair Principles (QCF)	73.6%	111	0	
Diploma	50098366	NVQ Diploma in Performing Engineering Operations (QCF)	85.3%	56	0	

In this scenario, the qualification achievement rate of only one of the three learning aim references (50098160: Diploma in Vehicle Fitting Principles) falls below the minimum standard threshold for Diploma, which is 70%. The 40 cohort for this learning aim are classified as cohort below the minimum standards threshold.

The percentage of the cohort below the minimum standards for this provider is calculated as follows.

The total cohort below the minimum standard threshold

X 100
The total cohort for the provider

In this scenario, the percentage is equal to 40 divided by 207, which is 19.3%.

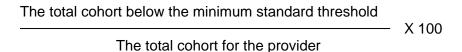
In this scenario, the percentage of the provider's provision that is below the minimum standards threshold is less than the minimum standard tolerance of 40%, so we will take no action.

Scenario 2 – The percentage of the cohort below the minimum standards threshold is more than the minimum standards tolerance.

			Overall		
			2014/15		
Qualification Type	Learning Aim Reference	Learning Aim Title	Provider QAR	Cohort	Cohort Below Minimum Standards Threshold
Diploma	50098160	Diploma in Vehicle Fitting Principles (QCF)	51.3%	40	40
Diploma	50098184	Diploma in Light Vehicle Maintenance and Repair Principles (QCF)	73.6%	111	0
Diploma	50098366	NVQ Diploma in Performing Engineering Operations (QCF)	65.3%	56	56

In this scenario, the qualification achievement rate of two of the three learning aim references (50098160: Diploma in Vehicle Fitting Principles and 50098366: NVQ Diploma in Performing Engineering Operations) fall below the minimum standard threshold for Diploma, which is 70%. The 96 cohort for these learning aims are classified as cohort below the minimum standards threshold.

The percentage of the cohort below the minimum standards for this provider is calculated as follows.



In this scenario, the percentage is equal to 96 divided by 207, which is 46.4%.

In this scenario, the percentage of the provider's provision that is below the minimum standards threshold is more than the minimum standard tolerance of 40%, so we will take action as set out in the Approach to Intervention process.

Calculating the percentage of the apprenticeship cohort below the minimum standard threshold

- 31. The apprenticeships minimum standards calculation uses the overall qualification achievement rate and uses data for 2014/2015 only.
- 32. The first stage in working out the percentage of provision that is below minimum standards is to identify whether the all-age overall qualification achievement rate for the apprenticeship level of an apprenticeship framework is below the minimum standards threshold. For 2014/2015 this threshold is 55% for all apprenticeship levels.
- 33. A higher threshold of 62% will be applied in 2015/2016. The Skills Funding Agency has announced that the threshold will rise to 65% in 2016/2017. This is described in the document 'English Apprenticeships: Our 2010 Vision' (at www.gov.uk/government/publications/apprenticeships-in-england-vision-for-2020).
- 34. If the qualification achievement rate of an apprenticeship level of an apprenticeship framework is below the minimum standard threshold, all the cohort for that apprenticeship level and apprenticeship framework are classified as being below the minimum standards threshold. The cohort and the qualification achievement rate are

- highlighted in red in the minimum standards framework details page of the QAR dashboard.
- 35. The cohort below the minimum standard threshold are then added together to give a figure for the total cohort below the minimum standards threshold for the provider.
- 36. The percentage of the cohort below the minimum standard threshold is then calculated as follows.

The total cohort below the minimum standard threshold	X 100
The total cohort for the provider	X 100

- 37. The percentage of the apprenticeship cohort below the minimum standard threshold is then compared to the minimum standards tolerance level, which is 40%.
- 38. If the percentage of the apprenticeship cohort below the minimum standard threshold is equal to or greater than the minimum standards tolerance, the provider's provision is below minimum standards and there may be formal intervention by us, as set out in the Approach to Intervention process (at www.gov.uk/government/publications/sfa-when-and-how-the-sfa-will-formally-intervene-with-providers).
- 39. When apprenticeships provision is below minimum standards, the total percentage of leavers below the minimum standards threshold highlighted in red on the summary page of the QAR dashboard.
- 40. These calculations are illustrated in the two scenarios over the page. In these scenarios a provider delivers three Apprenticeship frameworks, two at intermediate level and one at advanced level. These frameworks are:

104: Children's Care Learning and Development – intermediate level

104: Children's Care Learning and Development – advanced level

236: Health and Social Care – intermediate level

Scenario 1 – The percentage of the cohort below the minimum standards threshold is less than the minimum standards tolerance.

			2014/15		
Framework Code	Framework Name	Programme Level	Provider QAR		Cohort Below Minimum Standards Threshold
104	Children's Care Learning and Development	Intermediate Level	56.5%	35	0
		Advanced Level	65.3%	44	0
236	Health and Social Care	Intermediate level	53.2%	25	25

In this scenario, all-age overall qualification achievement rate of only one of the three frameworks (236: Health and Social Care – intermediate level) falls below the minimum standard threshold of 55%. The 25 cohort for this framework are classified as cohort below the minimum standards threshold.

The percentage of the cohort below the minimum standards for this provider is calculated as follows.

The total cohort below the minimum standard threshold

X 100
The total cohort for the provider

In this scenario, the percentage is equal to 25 divided by 105, which is 23.8%.

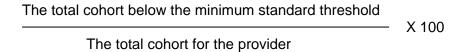
In this scenario, the percentage of the provider's provision that is below the minimum standards threshold is less than the minimum standard tolerance of 40%, so we will take no action.

Scenario 2 – The percentage of the cohort below the minimum standards threshold is more than the minimum standards tolerance

			2014/15		
Framework Code	Framework Name	Programme Level	Provider QAR		Cohort Below Minimum Standards Threshold
104	Children's Care Learning and Development	Intermediate Level	56.5%	35	0
		Advanced Level	45.3%	44	44
236	Health and Social Care	Intermediate level	53.2%	25	25

In this scenario, the all-age overall qualification achievement rate of two of the three frameworks (236: Health and Social Care – intermediate level, and 104: Children's Care Learning and Development – advanced level) falls below the minimum standard threshold of 55%. The 69 cohort for these frameworks are classified as leavers below the minimum standards threshold.

The percentage of the cohort below the minimum standards for this provider is calculated as follows.



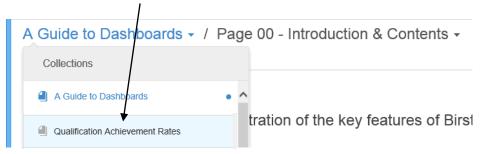
In this scenario, the percentage is equal to 69 divided by 105 multiplied by 100, which is 65.7%.

In this scenario, the percentage of the provider's provision that is below the minimum standards threshold is more than the minimum standard tolerance of 40%, so we will take action as set out in the Approach to Intervention process.

Section 3 – Business intelligence qualification achievement rate dashboard

Accessing the Business intelligence qualification achievement rate dashboard

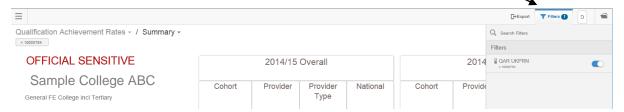
- 41. The business intelligence qualification achievement rate dashboard is accessed through a tab on the Hub (at https://hub.imservices.org.uk/Pages/default.aspx). The ability to access business intelligence dashboards is limited to users with a user role of 'BI User'
- 42. It is recommended that Google Chrome or Mozilla Firefox is used to access the dashboards. Zooming the view to 75% will give an optimal view of the dashboard.
- 43. The first page displayed in the BI Tab is 'A Guide to Dashboards'. This dashboard uses national apprenticeship starts data and illustrates a number of features of business intelligence dashboards. Not all these features are present in the qualification achievement rates dashboard.
- 44. Click on 'A Guide to Dashboards' to show a list of the available dashboards. Select the 'Qualification Achievement Rates' dashboard. The summary page of the qualification achievement rates dashboard will be shown.

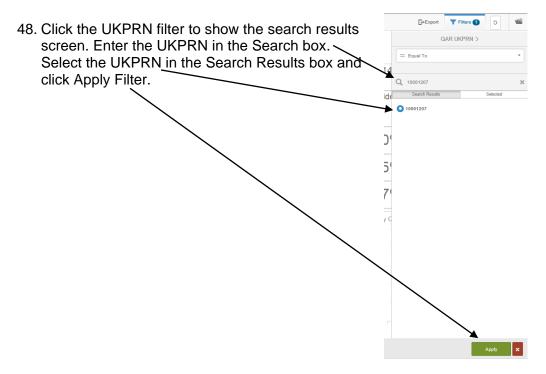


45. The Summary page of the qualification achievement rates dashboard gives an overview of the apprenticeship and education & training qualification achievement rates and minimum standards for a provider.

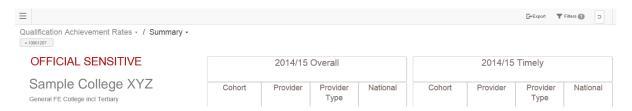
Selecting a provider

- 46. When a user from a training organisation accesses the QAR dashboard they are automatically shown the data for their own organisation. Personnel from Ofsted and the Skills Funding Agency have to select the provider who's data they wish to view.
- 47. The provider's UKPRN is selected using the Filters. Click the Filters icon to show the UKPRN filter.





49. The dashboard will show the QAR data for the selected provider. As the name of the provider is shown on the summary screen this can be used to check that the correct provider has been selected.



Qualification achievement rates summary page

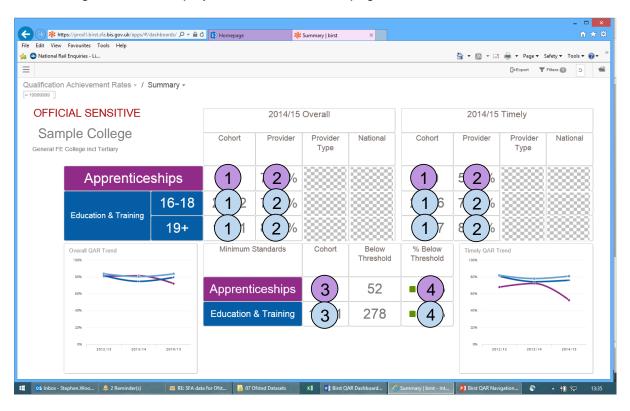
- 50. The summary page shows the following:
 - The provider cohort numbers and qualification achievement rates for 2014/2015 for apprenticeships, 16-18 education & training and 19+ education and training, for both the overall and timely measures.
 - The provider group and national qualification achievement rates for 2014/2015 for apprenticeships, 16-18 education & training and 19+ education & training, for both the overall and timely measures.
 - The overall and timely three year trend for apprenticeships, 16-18 education & training and 19+ education & training.
 - Minimum standards information for apprenticeships and 19+ education & training. If
 the percentage of learning aims or apprenticeship frameworks below the minimum
 standards threshold is below the minimum standards tolerance of 40% the
 percentage below threshold is highlighted in red.

Suppression of provider type and national values in the provisional dashboard

51. The provisional release of the qualification achievement rates dashboard will not contain any provider type or national achievement rates, pass rates or retention rates. Provider type and national achievement rates, pass rates or retention rates will be included once the qualification achievement rate values have been declared final.

Drill down from the summary page and navigation between pages

52. It is possible to drill down to further dashboard pages from the Summary page. The cells on the Summary screen which allow drilldown are show on the Summary screen below. Clicking on the cell displays the new dashboard page.



53. The destination page when a cell on the summary page is clicked is:

Apprenticeships

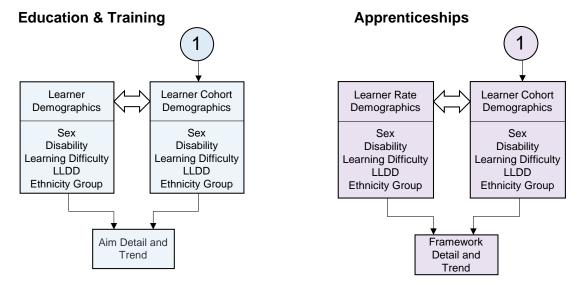
- 1 Learner Cohort Demographics
- 2 Sector Subject Area Tier 1
- (3) Minimum Standards Framework Details
- 4 Minimum Standards SSA Tier 1

Education and Training

- 1 Learner Cohort Demographics
- (2) Sector Subject Area Tier 1
- (3) Minimum Standards Aim Detail
- 4 Minimum Standards SSA Tier 1
- 54. When drilling down to a lower level page, the methodology (overall or timely) and, for education & training, the age band (16-18 or 19+) and rate type are applied as filters on the lower level page.
- 55. The lower level pages of the dashboard are in six sections. The drill down and drill across navigation between the pages in these sections is shown below.

Navigation between pages in the learner cohort demographics section

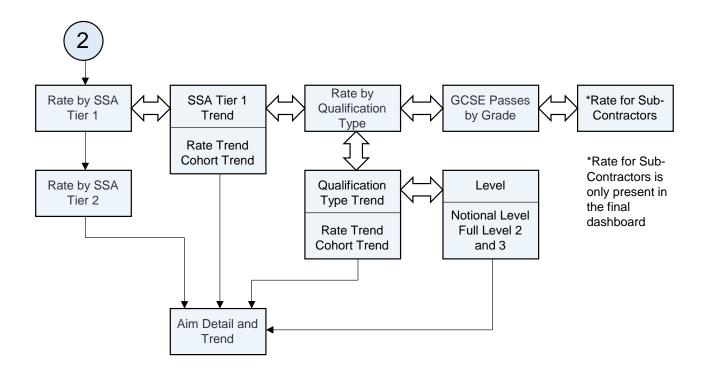
56. The drill down and drill across navigation between the pages in the learner cohort demographics section is shown below. In the diagrams the symbol indicates the ability to switch between different tabs, whereas an arrow indicates the ability to drill down.



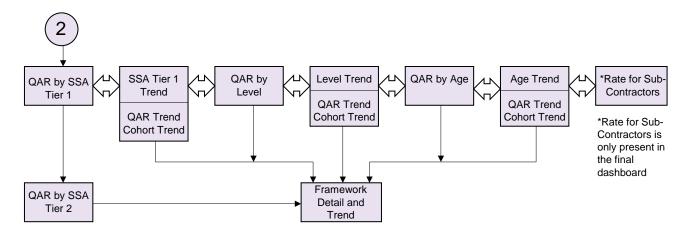
Navigation between pages in the sector subject tier 1 section

57. The drill down and drill across navigation between the pages in the sector subject area tier 1 section is shown below. In the diagrams the Symbol indicates the ability to switch between different tabs, whereas an arrow indicates the ability to drill down.

Education & Training



Apprenticeships

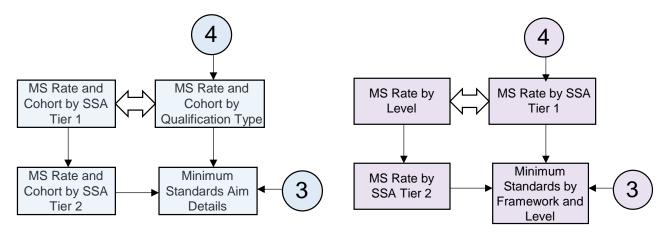


Navigation between pages in the minimum standards section

58. The drill down and drill across navigation between the pages in the minimum standards section is shown below. In the diagrams the Symbol indicates the ability to switch between different tabs, whereas an arrow indicates the ability to drill down.

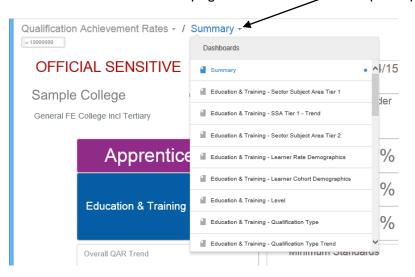
Education & Training

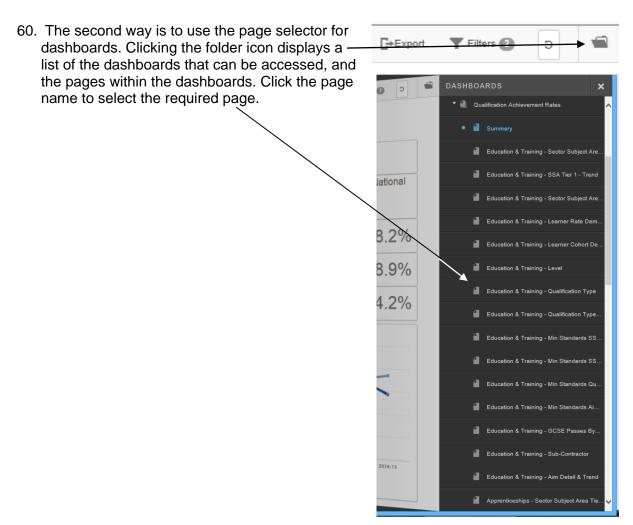
Apprenticeships



Alternative methods of navigation

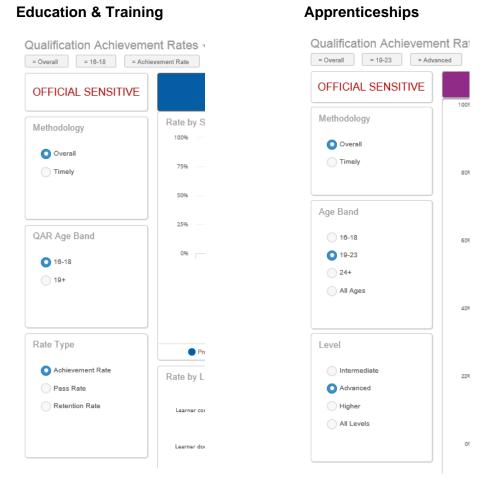
59. There are two alternative ways of selecting a page to display. The first is to use the dashboard page selection. Clicking on the page name displays a list of the pages in the dashboard. Click on the page name to select the required page.





Switching between methodologies, ages, rate types and apprenticeship levels

- 61. The majority of pages have the facility to switch between the overall and timely methodology and to select different age bands. Education & training pages also have the facility to switch between the achievement rate, the pass rate and the retention rate. Apprenticeship pages also have the facility to select different apprenticeship levels.
- 62. These selection fields are shown on the left hand side of the page, as shown below. Clicking on the required value will cause the page to refresh and show data for the value selected.



Filters

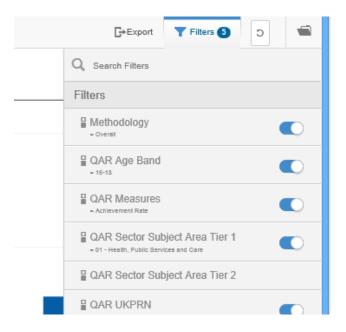
63. Filters are another way of selecting the data that is displayed on a page. Filters are accessed using the filters icon. Click on the filters icon to display the filters available on the page.

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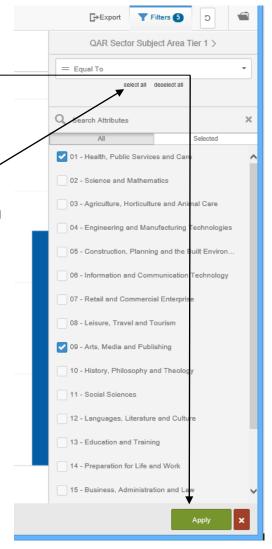
T Filters 2

Export

64. The filters are displayed on the right hand side of the page, as shown below. Filters that are in use have an icon. The value of the filter is also shown. For instance, the QAR sector subject area tier 1 filter is set to '01 - Health, Public Services and Care'. Only data for this sector subject area tier 1 will be shown on the page.



- 65. Click on a filter to display the available values. If multiple values can be selected check boxes will be shown. If only a single value can be selected radio buttons will be shown. Select the value or values required and click the Apply button. The page will refresh and show data for the value(s) selected.
- 66. On the sector subject area tier 1 cohort charts a large number of aims in one sector subject area (for instance, preparation for life and work) can make it difficult to see the cohort numbers of the other sector subject areas, if they are small. Using the filters it is possible to remove individual sector subject areas. Click 'select all' to mark all sector subject areas, then click individual sector subject areas to remove them from the chart.



67. Once a filter has been set it is applied to any page that has that filter The filters that are active are shown at the top of each page.



Dashlet Features and Actions

- 68. Each chart or table has a number of features and actions. These are.
 - Suppress the display of a column of data
 - Maximise the size of the chart or table
 - Export the data in a chart or table into a Microsoft Excel spreadsheet
 - Export the data in a table or chart into a pdf format file

Suppress the display of a column or data

69. At the bottom of each chart there is a key that identifies the values shown on the chart. An example is shown below.



70. Clicking on the legend will remove that column from the chart. For instance, if both the provider type rate and national rate are clicked only the provider rate is shown. An example is shown below. Clicking the legend again will restore the column to the chart.



Maximise the size of a chart or table

71. If the cursor is moved to the top right hand corner of a table or chart two icons appear, The icon is the 'maximise' icon, the icon is the 'dashlet actions' icon.

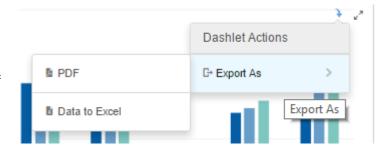




72. When the maximise icon is clicked the table or chart expands to fill the screen. If the maximise icon is clicked a second time the chart or table will return to its previous size and position.

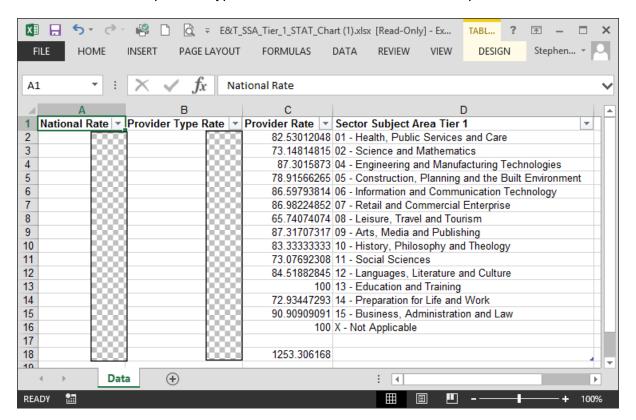
Export the data in a chart or table into a Microsoft Excel spreadsheet

73. When the dashlet actions icon is clicked an Export As popup box is displayed. Clicking 'Data to Excel' outputs the data in the chart or table as a Microsoft Excel spreadsheet. A pop-up will be shown at the bottom of the screen asking whether to open or save the Excel file, as shown below. Depending on the security settings of your browser only the save option may be allowed. Tables also have an option to export the data to an Excel pivot table





74. Below is an example of data exported from the sector subject area tier 1 chart. The national rate and provider type rates have been obsurred for data protection reasons.



Export the data in a chart or table into a pdf format file

75. On the Export As popup box click 'PDF' to output the chart or table as a pdf file. A popup will be shown at the bottom of the screen asking whether to open or save the pdf file, as shown below. Depending on the security settings of your browser only the save option may be allowed.

76. An alternative way to export a page as a pdf is to use the Export button of the page. This is the only method of producing a pdf copy of the summary page.

Further Information

77. If you need more information you can phone the service desk on 0370 267 0001 or email servicedesk@sfa.bis.gov.uk. Please provide a detailed explanation of your query.

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