

Investigation Outcome report

Provider: TEND Training (formerly Impact Futures Training Ltd)

Background

In September 2025, the Department for Education (DfE) commenced an investigation into concerns relating to the apprenticeship funding claimed by and paid to TEND Training ("TEND") (formerly Impact Futures Training Ltd). It covered learners from academic years 2020/21 through to 2024/25 and the concerns involved:

- A high number of learners were recorded as having withdrawn or entered a break in learning (BiL) on 1 August. This raised concerns about the accuracy of data submitted to DfE due to potential impacts on Qualification Achievement Rate (QAR) performance and funding recoveries.

Outcomes of the investigation

- The investigation concluded that the learner withdrawals and Breaks in Learning (BiL) recorded on 1 August were attributable to administrative and recording issues.
- No evidence was identified to indicate that the recording of learner statuses on 1 August was intended to affect Qualification Achievement Rate (QAR) outcomes or funding recovery calculations.
- The investigation identified a number of compliance breaches relating to data accuracy, learner records, and the maintenance of funding evidence. TEND had already implemented improvements to recording and monitoring of learner activity.

The following breaches of the apprenticeship funding rules were identified:

Framework	Breach	Issue
Apprenticeship funding rules 2020-21 , 2021-22 , 2022-23 , 2023-24 , 2024-25	P378-380 (2020-21) P384-386 (2021-22) P360-362 (2022-23) P270-272 (2023-24) P287-289 (2024-25)	Data returns submitted to DfE did not accurately reflect the evidence held to support funding claims.

Framework	Breach	Issue
Apprenticeship funding rules 2020-21 , 2021-22 , 2022-23 , 2023-24 , 2024-25	P361.2 (2020-21) P367.3 (2021-22) P59-60 & P341 (2022-23) P88-88.5 (2023-24) P101-101.4 (2024-25)	Tripartite progress reviews were either absent, incomplete or not evidenced in accordance with the funding rules.
Apprenticeship funding rules 2020-21 , 2021-22 , 2022-23 , 2023-24 , 2024-25	P139-140 (2020-21) P132-133 (2021-22) P133-134 (2022-23) P39 (2023-24) P36-55 (2024-25)	Learners were not provided maths & English qualifications where they did not hold prior attainment in these subjects.

Action

The investigation concluded that the breaches resulted from error and action is underway to recover £321.78.

TEND has implemented a range of measures intended to improve overall recording and monitoring of learner activities. Notable improvements were observed in the quality of evidence and audit trails available during the investigation.

Prevention

Upon the conclusion of the investigation, the DfE undertook a prevention analysis exercise to establish what could have been done to prevent the breaches that were identified in the investigation.

Issue	Prevention
ILR data did not accurately reflect the evidence held to support funding claims.	Data returns should accurately reflect evidence held to support funding claims.
Tripartite progress reviews were either not held/retained by the provider.	Tripartite progress reviews should be held or retained by the provider.
Learners were not provided maths & English qualifications where they did not hold prior attainment in these subjects.	Functional Skills is no longer a mandatory element of an apprenticeship for all learners. Providers should ensure delivery is compliant with programme requirements.

