LCR AEB providers will be registered and have access for ESFA Data Return Systems, the ESFA Service Centre will operate application support to providers as part of the Enhanced Data Service Offer. Related provider queries are to be handled as follows:

**ESFA AEB Provider Query Handling Process**

Provider AEB Type 1 and Type 2 enquiries submitted to ESFA Service Centre (using the ESFA Enquiry Form/ dedicated helpline) OR to ESFA Territorial Teams.

**Type 1 enquiries**
- Payments
- Contracts
- Allocations
- Provision
- Funding Rules/ Calculations
- AEB Devolution policy
- Learner enquiries
- Service received

**Type 2 enquiries**
- IDAMS Password Set-Up
- IDAMS Super User and Roles ID
- ILR Guidance New Coding
- *Errors/warnings on data submitted

Is this about ESFA contracted services and/or provision OR AEB Devolution Policy?

**NO**
- Refer enquirer to the Liverpool City Region Combined Authority

**YES**
- Respond to enquirer using BAU mechanisms such as the ESFA Enquiry Handling Document, ESFA issued Guidance, ILR Guidance etc

BAU process for managing and responding to enquiries on access to business applications from ESFA/ Devolved Authorities’ funded providers

Close enquiry
Enquiry referred to AEB inbox by ESFA

Programme Support Officer logs enquiry onto AEB Enquiry Log

Is the enquiry a Learner/Parental query?

Is the enquiry a Data/Funding/Payment Enquiry

Refer Enquirer to LCRCA AEB Complaints Policy

Refer enquiry to Data Analyst team

Refer enquiry to relevant Relationship Manager

Respond to Enquiry within 2 working days

Outcome of enquiry communicated back to provider

Yes

No

Yes

No

Yes

No

Close Enquiry

Programme Support Officers notified of outcome and logged on AEB Enquiry Log