

LSIS Accounts - Frequently Asked Questions

1. What is an LSIS Account?

An LSIS Account provides providers with an amount of virtual credit that they can use to buy improvement services from LSIS. Each time you use your LSIS Account to pay for an LSIS event the cost is deducted from the virtual credit in your LSIS Account.

2. Who is eligible for an LSIS Account?

LSIS Accounts have been awarded to around 1800 Learning and Skills providers who are in receipt of SfA/YPLS (formerly LSC) funding.

3. How much virtual credit has been given to each provider?

We have used a sliding scale of between £1000 and £5000 for allocating a monetary amounts based on the value of the LSC contract. Proportionally more credit has been allocated to providers who have low value contracts.

4. What can I spend this virtual credit on?

In this first year we are only including LSIS conferences and events that are not part of a course or longer term programme.

5. Why are some services excluded from LSIS Accounts?

Our aim for the first year is to provide an easy, straightforward system. We have therefore included all conferences and events that can stand alone as single one day or half day events. In subsequent years we are hoping to widen this to include virtually all our improvement services.

6. How will I know if the conference or event that I wish to attend can be paid for using my LSIS Account?

All our conferences and events are advertised on our website www.lsis.org.uk

7. How much will it cost me to attend an LSIS conference or event?

From 1 April 2010 LSIS has introduced a fixed price for all its conferences and events of £150 per day or £75 per half day event.

8. What if I do not have an LSIS Account, do I have to pay to attend an LSIS conferences or event?

Yes. Payments can be made using a debit or credit card by phoning our helpline on 024 7662 7953.

9. Why are LSIS charging for their services, we had these services free last year?

LSIS's role is to help the sector help itself. We are introducing charges for the majority of our improvement services as part the Government's stated policy to position LSIS as a sector owned body and to start to make a reality of the aim that Colleges and training institutions will be able to commission the quality and improvement support services they want, from LSIS.

10. Why is LSIS introducing LSIS Accounts?

To give providers more control over what improvement services they wish to "buy" from LSIS

11. How will I know if my organisation has received an LSIS Account?

A letter was sent to all eligible providers on 15 March 2010 inviting providers to register for an LSIS Account.

12. I am a provider funded by the LSC, but I have not received a letter offering my organisation an LSIS Account. Who should I contact to query this?

If you think that you are eligible for an LSIS Account then you should make your case in writing to LSIS. We will need to know the name and address of your organisation, your UKPRN and the value of your SfA/YPLA contract. Please send this to LSISaccounts@lsc.org.uk or by mail to LSIS Accounts Team, LSIS, Friars House, Manor House Drive, Coventry, CV1 2TE

13. I am a new provider, awarded a contract for the first time from April 2010, how do I get an LSIS Account?

You should make your case in writing to LSIS. We will need to know the name and address of your organisation, your UKPRN and the value of your SfA/YPLA contract. Please send this to LSISaccounts@lsc.org.uk or by mail to LSIS Accounts Team, LSIS, Friars House, Manor House Drive, Coventry, CV1 2TE

14. Can I appeal about the level of virtual credit allocated to my organisation?

Yes. Please put your appeal in writing to LSISaccounts@lsc.org.uk or by mail to LSIS Accounts Team, LSIS, Friars House, Manor House Drive, Coventry, CV1

15. How do I register for my LSIS Account?

Full details are provided in the letter sent to providers on 15 March. If you have any difficulties please phone our helpline on 024 7662 7953. They should phone the helpline. A script for the helpline needs to be written next week. Anyone wishing to appeal will be asked to put their case in writing.

16. How can I be sure that only staff from my organisation are using our LSIS Account?

You organisation has been allocated a unique LSIS Account number and as part of the registration process you are asked to nominate up to three administrators. We advise that only these administrators book your staff onto events that are to be paid for using your LSIS Account.

17. How can I find out how much credit I have in my LSIS Account?

By phoning the helpline on 024766 7953. LSIS is currently developing its IT system to provide a fully automated process that will enable providers to see the bookings that they have made using their LSIS Account and hope to have this available for use from October 2010. We did not want to hold up the introduction of LSIS Accounts and hope that you will bear with us whilst we construct our systems.

18. How can I provide feedback about LSIS Accounts?

Please send your feedback to LSIS via email to enquiries@isis.org.uk or phone our helpline on 024 7662 7953.

19. Where can I get more information about LSIS Accounts?

If you do not find the answer to your query within the frequently asked questions please phone our helpline on 024 7662 7953.