**JAGUAR LAND ROVER ELS RELAUNCH 2022**

**FREQUENTLY ASKED QUESTIONS**

This document contains the following further information about the relaunch of the Employee Learner Scheme (ELS) at Jaguar Land Rover in 2022:

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# PROGRAMME DETAILS

1. **What is the Employee Learning Scheme (ELS)?**
The Employee Learning Scheme is a JLR benefit which entitles JLR employees to a set amount of funding which they can use to spend on learning experiences outside of work.

# ELIGIBILITY

1. **Who can use the Employee Learning Scheme (ELS)?**

The scheme is currently available to our UK based JLR colleagues only. This does not include agency, Purchased Service, Manpower or ISE employees.

1. **How soon after starting with JLR will I be eligible for funding?**

Eligibility starts as soon as employment starts. There is no minimum term.

1. **Can I access the scheme if I am on maternity leave?**

Yes.

1. **Can I transfer my funding to book a course for a friend or family member?**

No, only a JLR employee can use the scheme funding.

# BOOKINGS

1. **How do I book an ELS course?**

You can access our digital ELS platform via the UK People Portal. Once directed onto the platform, you can search or view by category, and select your chosen course.

1. **When can I book an ELS course?**

You can book a course at any time during the current ELS term.

1. **Can I book more than one course?**

No, funding is currently provided to book one course per employee per ELS term.

1. **Will I be notified once I’ve booked my course?**

You will receive a confirmation email, which will be sent to your work email address unless you have accessed the ELS platform through Covisint, in which case it will be sent to your personal email address. Please ensure that you check your ‘Junk’ folder for the confirmation email. The email will be from ‘no-reply@olivegroup.io’.

1. **How long does it take to book an ELS course?**

With the digital platform, the process is quick. You can find and book a course in a few clicks.

1. **I have not received a confirmation email. What should I do?**

First, check your junk email folder. The email would have been sent by no-reply@olivegroup.io so you should search for this, or alternatively the email subject “JLR – Employee Learning Scheme’. If you still cannot find the confirmation email, please contact the ELS scheme provider by emailing elsvendors@olivegroup.io.

1. **Do I have to contact the learning provider myself to let them know that I’ve booked a course?**

No, once you book a course on the website, the supplier will be automatically notified and passed your details and should make contact with you.

1. **Can I book more than one course?**

Yes, you can book multiple courses up to your credit amount. If your course booking exceeds your credit amount, you will be responsible for paying the difference to the learning provider.

# FUNDING

1. **What can I spend my ELS money on?**

To qualify for ELS funding, you must be following a structured course that has a learning outcome. ELS money cannot be used to purchase memberships, books or equipment. For further clarification on what ELS will fund, please refer to the ELS policy.

1. **How much funding am I eligible for?**

The ELS Committee agrees a set amount per employee which is reviewed for each ELS term. Check on the ELS website to see the funding amount for the current term. Your entitlement will already be assigned to you.

1. **Do I pay for the course and get a receipt?**

No. ELS pays funding directly to the learning provider. ELS cannot reimburse you for any fees you have already paid. You will get a confirmation email and your account will update to reflect your course booking.

1. **Can I claim funds retrospectively for a course that I have already done?**

No. ELS funds cannot be claimed retrospectively and can only be used to book future courses through the ELS website.

1. **Can I combine two years funding, or roll my funding over into the next year if I haven’t used it?**

No. You can only use the funding that you are eligible for during the current ELS term.

1. **Can I give my funding to my colleague if I don’t want to use it?**

No. Each employee has the same amount of funding, and this cannot be shared with others.

1. **If a course costs more than my allocated funds, can I still book it?**
2. You can still book the course if it exceeds your funding allowance. In this instance, the employee is responsible for paying the outstanding fees to the learning provider. The learning provider will contact you directly to arrange any outstanding payment.
3. **Will my ELS funding amount change?**

The ELS funding amount is reviewed regularly by the ELS Committee who reserve the right to review or amend funding allowances as the total scheme funding amount permits. Any changes will be communicated.

# ATTENDING THE COURSE

1. **The course I have chosen runs on a workday. Can I class this as attending training at work or does it need to be booked as holiday / other leave?**

ELS is a personal development course that is unrelated to workplace learning. Therefore, you will need to request annual leave to attend in this case.

# LEARNING PROVIDERS

1. **Do I have to study at college?**

No. The ELS Committee recognises that learning can take place in many ways. ELS therefore provides funding for a range of learning activities which can take place in a variety of locations.

1. **What learning providers can I use, and can I recommend new learning providers?**

ELS has a range of approved providers that you can do courses with. These are available to browse on the ELS platform. If you would like to suggest a new learning provider, complete their details in the form available on the ELS website.

1. **I can’t find a course that I like, can I recommend a new category without having a particular learning provider in mind?**

Yes, if you would like to suggest a category, complete the form available on the ELS platform. Our provider will search for the supplier once approved.

# CANCELLATIONS

1. **I want to cancel my course. How do I do this?**

Please cancel your course directly with the supplier you have booked with. The supplier will then let the ELS provider [Olive Group] know and depending on the cancellation terms of the individual course your funding will be reinstated following Olive Groups confirmation with the provider. It may take up to 7 days for your credits to reappear. If you cancel outside of cancellation terms and payment is still required, your funding will not be reinstated.

1. **I am part of a group booking, but someone needs to cancel. What should they do, and will the booking still stand?**

The employee who wants to cancel the booking must first cancel the invitation for the booking to be processed. Alternatively, the lead booker could also remove the employee that does not wish to accept the invitation. If the booking has already been accepted by all parties and therefore cancellation is required, please contact the ELS support team on elsvendors@olivegroup.io to manage the cancellation. Cancellations must be in line with the cancellation policy provided by the supplier upon confirmation.

1. **I am part of a group booking and all of us need to cancel. What should we do?**

The Lead booker is required to cancel your course directly with the supplier you have booked with. The supplier will then let the ELS provider [Olive Group] know and depending on the cancellation terms of the group course each employee's funding will be reinstated following Olive Groups confirmation with the provider, it may take up to 7 days for your credits to reappear. If you cancel outside of cancellation terms and payment is still required, your funding will not be reinstated.

Contact the ELS support team on elsvendors@olivegroup.io to manage the booking cancellation. If cancellation is approved, credit refunds will be issued in line with the supplier cancellation policy.

1. **If I cancel a course, will I get my funds back?**

Yes, provided the cancellation meets the cancellation terms notified upon booking, the employee will have their funds returned to their account automatically within 7 working days following review. If the cancellation terms are not met, the employee will have to request an exception. To do this, please raise a ticket with HR Direct

1. **If I want to cancel a course, do I have to contact the learning provider myself?**

Yes, please cancel your course directly with the supplier you have booked with in the first instance. The supplier will then let the ELS provider [Olive Group] know and depending on the cancellation terms of the course, your funding will be reinstated following Olive Groups confirmation with the provider. It may take up to 7 days for your credits to reappear. If you cancel outside of cancellation terms and payment is still required, your funding will not be reinstated. If you have difficulty when trying to cancel the course with the supplier, or haven't received any confirmation within a timely manner from the supplier, please contact the ELS support team on elsvendors@olivegroup.io for support.

1. **What happens if I’m ill and can’t attend a course I have booked?**

You should contact the learning provider to notify them you cannot attend. Each case will be considered on an individual basis by the ELS Committee, who will review the circumstances and decide whether your funds can be reinstated.

1. **I have a course booked but I’m leaving JLR. Can I still attend?**

Yes, you are still entitled to attend your course.

1. **I’m midway through a course programme and am leaving JLR. Can I complete the course, and do I need to repay my funds?**

You are still entitled to complete your course, and do not need to repay your funds.

1. **I’m not enjoying the course that I’m doing. Can I switch or part-switch my funding now?**

No. Once you have committed to the course through attendance, you cannot change for something else.