

## Onboarding email template



### **An example of the onboarding email you will receive from the NHSBSA**

“On behalf of the Department of Health and Social Care, NHS Business Services Authority (NHSBSA) has developed a new service to allow adult social care (ASC) providers to claim for the costs of learning and development of their staff.

The service will be called the Adult Social Care Learning and Development Support Scheme. Read the [guidance about the new fund](#).

Initially, ASC providers will be provided with access to the service in stages. We’re inviting you to complete a short survey so we can identify these early users. If you take part, you’ll be among the first to help us test and shape this new service for the entire sector.

Taking part as an early user has some benefits to you and your organisation, including:

- ability to submit claims and receive reimbursement as soon as possible
- receiving additional support from the NHSBSA as you use the service
- the opportunity to feed into ongoing improvements

We have worked extensively with ASC providers over the last nine months to design a service that meets your needs. The feedback from early users will allow us to further develop the service and make ongoing improvements. If you’d like to take part, please complete the survey using the link below.

[Complete the survey](#)

Depending on levels of demand, we may take a phased approach to bringing interested organisations onto the service.

And then once they have filled out the form they will then need to organise an onboarding phone call with the person from the organisation who will become the Senior Responsible Officer (SRO) for the service. During this call we will set up their account.

The SRO will need to take responsibility for ensuring that the organisation follows all necessary legal requirements and submits accurate, non-fraudulent claims. They will be able to delegate their authority to other team members to submit claims on behalf of the organisation.

Let us know who your SRO will be and when they will be available for a phone call by [completing our online form](#).

### Onboarding pack

The attached onboarding pack contains useful information about the service. If you are not the SRO, please share this with them

It includes:

- more information about the service
- details of the onboarding process
- description of the SRO and submitter roles
- the role of the grant determination letter
- how to access the service
- how we'll ask for your feedback
- links to the scheme guidance and short videos

Your SRO must have read the grant determination letter prior to the onboarding call as they will need to sign a declaration to accept its terms.

For further assistance and queries, please do not hesitate to contact us by emailing: [ASClearninganddevelopmentssupport@nhsbsa.nhs.uk](mailto:ASClearninganddevelopmentssupport@nhsbsa.nhs.uk) or phone us on 0300 330 0522."