



The Business Consultancy Scheme

Guidance

ISSUED BY THE DEPARTMENT FOR ENTERPRISE

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THE BUSINESS CONSULTANCY SCHEME

1. Introduction

The Business Consultancy Scheme (The Scheme) is a scheme of the Department for Enterprise (The Department) designed to help businesses with staff other than the owners (unless in the initial 18 month start up phase) complete business improvement projects through independent external consultancy. The Scheme replaces the Business Improvement Scheme and operates under the Enterprise Act 2008.

The Scheme offers a grant of 50% towards the cost of consultancy projects in a wide range of business disciplines up to a maximum value of £7,500 per project.

In August 2020, amendments were made to the Scheme based on recommendations made by the Economic Recovery Group (ERG) to provide increased support to businesses in the domestic sectors, which were being financially affected because of the impact the Coronavirus Pandemic. In February 2022, the Isle of Man Government transitioned to an endemic classification of the Virus, and therefore the ERG Scheme enhancements ceased to be in operation from 31st March 2022.

In January 2022, an addition was made to the Scheme under the Quality Accreditation discipline to include the provision of support through the Investors in People (IIP) programme. Support offered for businesses wishing to discuss, achieve or retain the IIP accreditation.

In February 2023, a formal review of the Scheme was undertaken including feedback being sought from the Department's Executive Agencies and the wider business community. Several Scheme changes were made with the aim of making the Scheme more flexible and relevant to businesses on-Island and to encourage a greater number of businesses to apply. These Scheme changes are summarised as follows: -

- The Scheme was renamed from the Business Improvement Scheme to the Business Consultancy Scheme to better reflect its purpose;
- Grant funding was increased from £5,000 to £7,500;
- The following new project disciplines were added: -
 - App Development
 - Booking Systems
 - Consultancy for Exporting Businesses
 - HR Projects
- The following project discipline was removed: -
 - Brexit Consultancy
- The following project discipline was amended to support a greater number of businesses: -
 - The Legal, Financial & Professional Advice project discipline is no longer be restricted to those businesses seeking external investment.
- Support for transactional websites was extended to the retail sector.

The Scheme is one of a number of business support initiatives operated by the Department, details of which can be found [here](#). Note that the Department for Enterprise provides other forms of grants and assistance, details of which can be found at [here](#).

For further advice and guidance regarding the Department's grants and assistance schemes including the Business Consultancy Scheme, potential applicants are encouraged to complete the brief online enquiry form hosted [here](#).

Disclaimer

The information contained in this document is intended to be general in scope and should not be relied upon as advice.

The Business Consultancy Scheme operates entirely at the discretion of the Department for Enterprise. An applicant's eligibility under the Scheme will be assessed from information submitted by the applicant on the application form. Provision of financial assistance is discretionary and the decision to provide assistance in any particular case will be based on the merits of the case.

The Department is under an obligation to process and consider all applications reasonably, but it is not under any obligation to support an application.

The Department may amend this Guidance from time to time. While every effort has been made to ensure that the content is correct and up-to-date at the time of publication, the Department does not accept any responsibility, legal

or otherwise, resulting from any errors or omissions and shall not be liable for any losses or damage that anyone may suffer because of relying on the information contained herein.

Prospective applicants may wish to take professional advice before making an application and should seek advice in relation to any documents they are asked to sign whereby they offer security for any financial assistance offered to them.

Important Notes

- Support is not available for any project, which commenced before the application form was submitted and applicants should await confirmation of Government support before commencing the project.
- Any offer of a grant is also subject to the availability of Department funds.

2. Purpose and Scope

The Scheme aims to increase the global competitiveness of Isle of Man businesses, enable businesses to adapt to changes in economic conditions, to support growth and to help businesses become more efficient and profitable.

The Scheme offers financial assistance by way of grants towards independent external consultancy costs for business improvement projects with the specific purpose of helping businesses become more effective and efficient. In most cases, Project Consultants should be based on-Island, though off-Island consultants can be used if none are available on-Island. The Scheme does not support grants for any products e.g. computer hardware or software or recurring costs.

The assistance aims to deliver a complete business solution for an aspect of a business where sufficient knowledge, resources or a combination of both may be lacking. The project must provide the business with an appropriate business solution and a tangible outcome.

The Scheme encompasses 14 key project disciplines that cover various aspects of business. The level and area of support available is dependent on the whether the business is exporting or not.

The project disciplines are: -

- App Development;
- Booking Systems;
- Business Advisory Service - 100% funded by the Department;
Important note - Normal eligibility requirements do not apply to this project discipline;
- Consultancy for exporting businesses;
- Digital Marketing / Social Media;
- HR Projects;
- Environmental Efficiency;
- Information Communication Technology;
- Intellectual Property Protection Support;
- Legal, Financial & Professional Advice;
- Legislation Compliance;
- Marketing;
- Quality Accreditations; and
- Transactional websites;

See [section 4](#) for further details regarding the project disciplines.

3. Available Support

The Scheme offers grant funding for consultancy projects for businesses based on Island and will support 50% of the project cost to a maximum value

for all project disciplines. The Scheme supports consultancy projects only and does not support the purchase of any products e.g. computer hardware or software or any recurring costs.

The following table shows the fourteen available project disciplines and whether all businesses are eligible, or eligibility is restricted to exporting businesses and additional key sectors as defined at the Department's discretion:

-

Discipline	Eligible businesses
App Development	All Businesses
Booking Systems	All Businesses
Business Advisory Service	All Businesses
Consultancy for exporting businesses	All Businesses
Digital Marketing / Social Media Consultancy	Export businesses and key sectors only
Environmental Efficiency	All Businesses
HR Projects	All Businesses
Information Communication Technology	Export businesses and key sectors only
Intellectual Property Protection Support	All Businesses
Legal, Financial & Professional Advice	All Businesses
Legislation Compliance	All Businesses
Marketing	Export businesses and key sectors only
Quality Accreditations	All Businesses
Transactional websites	Export businesses and on-Island retailers with physical premises and key sectors only

4. Approval process

A report will then be prepared for consideration. The Enterprise Support Manager, Head of Enterprise Support or the Director of Policy and Strategy, under delegated authority from the Minister for Enterprise will consider the report and determine whether financial assistance will be provided and if so, to what level.

The applicant will then be advised of the decision and the reasons for it in writing.

If approved, the applicant will be issued an offer letter which will outline the items supported, the level of support (both in terms of value and percentage) and the contractors which must be used etc. This must be signed and returned to the Department confirming the applicant's agreement to the offer and all terms and conditions.

5. Project Disciplines

5.1 App Development

All sectors may apply.

For many businesses, the creation of apps for mobile devices is a useful tool for engaging with their customers. A mobile app offers a quick and easy option for customers to access services through their smartphone and is often a more popular choice than a traditional website. The cost of app development can be a potential drawback. Therefore, it is hoped that funding support for apps development will encourage more businesses to use this as a business development option.

Examples of this type of project could be the introduction of an app for a business that wants to get closer to their customer and build brand loyalty. This funding is aimed at covering the initial costs of app development and will not be given for upgrades or maintenance of existing apps.

5.2 Booking Systems

All sectors may apply.

Historically funding for a booking system has been in-built into the transactional website element of the Scheme, which was only available to those businesses who were primarily exporting. In recent times, customer expectation has changed and businesses are discovering that the use of an online booking system is not only effective in terms of customer engagement, allowing for bookings/orders to be taken 24/7 but it also decreases the administrative burden placed on businesses to process bookings/orders manually, allowing for real-time availability and stock control etc.

An example of a potential projects could be a businesses looking to move away from websites that allow booking of their facilities, e.g. booking.com, for which the provider is charged a rate of commission and implement their own booking system.

5.3 Business Advisory Service

All sectors may apply and 100% of this funding is provided by the Scheme.

Important Note: Applicants for the Business Advisory Service are not required to meet the main eligibility requirements of the Scheme.

The Department realises that sometimes businesses may have issues that they cannot resolve, or not be aware of areas for improvement and have therefore included an option for a Business Advisory service only. Under this discipline, an independent project consultant will visit you to discuss your business needs/issues, where your business is now and where you want it to be in the future. The Department will enlist the services of advisors from the Business Start-Up Scheme where appropriate or alternatively will enlist the services of other specialists where the business need arises.

Consultancy can include: -

- Identification of opportunities and areas of development;
- Aid developing an understanding of market sectors and competitors;
- Provide access to internal and external support networks;
- Passing on experience, information and knowledge;
- Impartial analysis of your organisation;
- Support for businesses seeking to close;
- Support for businesses looking to scale up;
- Assistance with succession planning;
- Assistance with those looking to sell the business;
- Support and advice on issues you raise; and
- Help to set short-term targets and long-term goals.

The usual format utilised with this consultancy is: -

- The Project Consultant will hold an initial 1-2 hour meeting with the business in order to ascertain the current position and identify areas of concern etc.;
- The Project Consultant will then analyse the business' requirements and will submit a report to the business with regard to potential solutions; and
- After an agreed period of time, the Project Consultant will meet with the business again for a 1-2 hour meeting to a) review progress against the report and b) make further suggestions where applicable.

The format may be changed if there is mutual agreement and decisions will be made on a case-by-case basis.

5.4 Consultancy for Exporting Businesses

All sectors may apply.

The **Isle of Man Economic Strategy**, states that as an island we need to 'Protect, nurture and develop export sectors'. The offering of funding in this area is aimed to help new or existing businesses as they look to develop and grow the export market. Similar to the support that can be funded under the Legal, Financial and Professional advice, the support is aimed to help businesses make the correct decisions when navigating the international markets. Advice can potentially help with: -

- Identification of potential opportunities; and
- Help and advice with regard to changes in legislation, documentation and licensing, VAT and other import/export taxes and trade agreements, etc.

There is an opportunity for the business to apply for follow-on disciplines such as a Marketing Project that would help identify a marketing strategy to increase success and how to gain market share in potential new off-Island markets.

5.5 Digital Marketing / Social Media Consultancy

This project discipline is only available to exporting businesses and key sectors only.

This project discipline is only available to businesses selling goods or services off-Island and other key sectors and the project discipline supports external consultancy costs towards: -

- 1) Audits of existing Digital Marketing and Social Media platforms and
- 2) The creation of new social media and Digital marketing platforms and initial training on those platforms.

Training costs (associated with the new systems implementation) may be supported at the discretion of the department. Any recurring costs are ineligible for support.

Digital marketing platforms/systems include: -

- Google Analytics
- Content Management System (CMS)
- Customer Relationship Management (CRM)

Social media platforms supported are: -

- LinkedIn
- Twitter
- Facebook
- Instagram
- Pinterest
- TikTok
- Other social media platforms may be utilised if there is a legitimate business case.

5.6 Environmental Efficiency

All sectors may apply.

In recent years, businesses have become more focused on environmental issues and have recognised that gains in profitability can be made by the effective use of waste and energy management technology.

In order to gain maximum benefit from implementing Environmental Management Systems (EMS), businesses need to understand the issues involved in effective environmental management and require a comprehensive environmental review of their facilities.

Support for this can be provided which also includes an evaluation of resources and waste management, leading to the effective use of all resources.

Consultancy can include: -

- Operating and maintaining an EMS;
- Development of an EMS;
- Materials use and waste management;
- Recycling;
- Organisational impact on the community (part of an EMS); and
- Energy conservation and sustainable energy generation.

Businesses wishing to apply for accreditation under the ISO 14001 Environmental Management Systems standard or any ISO accredited standards in this area may also apply for funding under the Quality Accreditation project discipline as follow-on from this discipline.

Previously, energy efficiency surveys were covered by this project discipline. However, recent changes have meant that support for energy efficiency surveys is now available under the Business Emissions Saving Scheme (BESS) at a rate of 75% capped at £5,000. The BESS supports businesses by offering unsecured loans of up to £100,000 with 0% interest, repayable over 5 years to improve the energy efficiency of businesses. Further details of the BESS can be found [here](#).

5.7 HR Projects

All sectors may apply.

The vision for our Island as stated in the [Economic Strategy](#), is to invest in our people, our economy, our island and our public services.

In order to ensure that we attract the right people to the right roles, support staff development and recruitment etc., a strong focus needs to be placed on employers to ensure that they are operating with the legal parameters and also meeting employee expectations. In an ever-changing landscape, it can be difficult for employers to maintain these standards and often there is confusion regarding what the level of expectation is.

For a lot of businesses, it is not practical or cost effective to have an in-house HR function and therefore they rely upon external consultation, which can prove costly. Likewise, for businesses that are growing, employing staff can be key to this growth, however this may require the need for external advice and consultancy surrounding HR.

Support will be towards external consultancy on HR matters, and businesses would be expected to implement any recommended policies, recommendations and practices.

Support under this discipline may be particularly useful for businesses looking to scale up and increase employee numbers.

5.8 Information Communication Technology

This project discipline is only available to exporting businesses and key sectors only.

This project discipline is only available to businesses selling goods or services off-Island and other key sectors.

Organisations are under increasing pressure to enhance efficiency in order to remain competitive. As such, their ICT systems also come under pressure to provide necessary improvements.

Businesses with existing systems may not be capable of making systems improvements nor be able to keep pace with rapid advances in technology. For new startup businesses and existing businesses without ICT systems, the introduction of an ICT system could streamline business processes and create efficiencies within the business.

ICT consultancy helps organisations overcome these problems and enhance their efficiency through effective use of their information systems.

Consultancy can include: -

- Strategic reviews;
- System Design/Audits;
- System Procurement and implementation support;
- Security/Risk/Disaster planning;
- Networks and communications;
- Software Development;
- Use of Artificial Intelligence (AI)

This discipline covers ICT surveys and strategies associated with running of the business and providing general IT-related advice, but does not cover the cost of hardware or software and any recurring costs etc. that are required for strategy implementation.

5.9 Intellectual Property Protection Support

All sectors may apply.

Advice on protecting intellectual property rights is extremely important to businesses and can be very expensive. The Department recognises that the costs involved may prohibit businesses from seeking advice in this area and so wishes to assist with the costs in order to ensure businesses get the advice they need to adequately protect their interests. This discipline therefore provides funding for businesses who wish to undertake the services of a consultant (legal or otherwise) regarding intellectual property protection.

Intellectual property is divided into two categories, Industrial Property e.g. patents, trademarks, industrial designs, geographical indications and Copyright e.g. literary works, films, music, artistic works. Businesses may be unsure of what options are available to them in order to protect themselves against rivals copying or stealing their business or business idea. It is envisaged that applicants would utilise this consultancy in order to ascertain what protection is available to their business/business idea and to gain information on how to apply for protection. The funding is not to cover registration fees for patents, trademarks, etc.

Consultancy can include: -

- Advice on what to protect;
- Advice on timeframes available for protection if applicable; and
- A report detailing what options are available and how to put the protection in place.

5.10 Legal, Financial & Professional Advice

All sectors may apply.

Support is offered towards legal, financial and professional advice required to help the business start, grow and develop, etc. Whereby previously this was only open to applicants who were seeking external investment, the

Department realises that support may be required in all aspects of business, including but not limited to scaling-up, succession planning and business closure.

Due to the complex nature of business growth and the individuality of each business, the Department will consider all applications on a case-by-case basis and therefore, it is not possible to provide an exhaustive listing of what potential support may be available under this discipline. However; some areas for consideration are mentioned below: -

- Initial professional advice regarding potential growth strategy for the business, such as legal, financial and professional advice;
- Please note, support shall not usually be given towards the cost of any business as usual accountancy costs;
- In the case of seeking external investment;
 - Fundraising on behalf of the applicant which can include, but is not limited to: -
 - Matching the company to investors through contacts and events hosted by the advisors; and
 - Platform and associated technical consultancy services for the applicant to attract investment (e.g. crowdfunding platforms) etc.
 - Advice on the implications of a proposed investment in a business;
 - Advice on the preparation required for external investment;
 - Identification and liaising with potential investors on behalf of the business (non-recurring costs); and
 - Identification of potential legal changes required e.g. company structure as a result of accepting funding.
- Advice for businesses that wish to scale-up their operations; and
- Advice concerning VAT registration, considerations to be made prior to registration, this does not include funding for creating accounts or completing VAT registration forms.

Important Notes: With reference to fundraising on behalf of the applicant, the professional advisor must be at least partially successful in raising the funding in order for the applicant to be eligible for the grant. Where partial success is achieved, the grant will be paid on a pro-rata basis.

5.11 Legislation Compliance

All sectors may apply.

The introduction of new legislation and changes to existing legislation can have a significant impact on businesses. Failure to comply with legislative requirements can prove costly for businesses. Importantly, all organisations need to understand their legal obligations.

Utilising independent external professional services for specific areas of legislation can save time and money for an organisation.

Consultancy can include: -

- Introduction of new legislation e.g. Equality Act 2017 or GDPR etc.; and
- Changes to legislative requirements.

This will take the form of a report outlining specific responsibilities/actions that the organisation must adhere to and an explanation of changes requiring implementation in order to adhere to these changes.

Please note that funding is not available to cover initial start up costs for new businesses, but is concerned with funding for new or changed legislation compliance for existing businesses. Support excludes recurring costs e.g. annual license fees (e.g. FSA and Gambling Supervision Commission), Government costs and CPD annual fees etc.

5.12 Marketing

This project discipline is only available to exporting businesses and key sectors only.

This project discipline is only available to businesses selling goods or services off-Island and other key sectors.

It is essential that businesses market their products and services efficiently. A marketing consultancy project will help devise a structured framework to meet the requirements of the competitive marketplace at home and abroad.

Consultancy will help the business to develop both strategic and tactical action plans.

It can include: -

- An internal marketing audit;

- A SWOT analysis (strengths, weaknesses, opportunities and threats);
- Competitor analysis;
- Setting marketing objectives and strategies;
- Evaluation of products/services;
- Assessing new markets;
- Reaching your customers;
- Review of marketing literature, branding and image; and
- Marketing campaign.

Funding maybe used to cover planning, strategy identification, branding and logo creation etc.

Important note: Funding is not available for the cost of recurring campaigns, creation of social media content and printing costs etc.

5.13 Quality Accreditations

All sectors may apply.

Achieving and maintaining the highest quality standards is one of the most important priorities facing the managers of today's businesses.

There is a range of international standards and quality systems appropriate to a particular range of business sectors, which assist the management of quality. For example, International Organisation for Standardization (ISO) standards ISO9001 on quality management systems and ISO27000 on information security are widely accepted and recognised as international quality standards. This project discipline also includes the Investors in People accreditation (IIP).

The primary aim of the Scheme is to assist with the cost towards the on-Island consultancy required to help gain the business the required accreditation. However, if the Department's contribution towards the cost of the on-Island consultancy is less than the full £7,500, the balance of the grant can be used towards the costs of the external auditors assessment visit (the assessment cost, plus flights and accommodation only).

The Project Consultant should be based on-Island whenever possible, however if there is no suitably qualified consultant based on-Island, off-Island Project Consultants may be considered by the Department.

Important Note - Only fees relating to the initial assessment and qualification are eligible with annual audits and re-certifications being ineligible for grant funding support. Transitions to revised versions of standards already held by applicant businesses, for example from ISO 9001:2008 to ISO 9001:2015, are supported. The only exception to this rule is with regards to the Investors in People accreditation where support is also available for initial consultations regarding IIP prior to accreditation and also to assist businesses in retaining their IIP accreditation. IIP is supported in this way as it was previously supported to this extent when it operated as its own individual Scheme and the Department wishes to maintain that same level of support.

Proof of accreditation is required from a recognised certifying body such as UKAS before any payment can be made.

Consultancy can include: -

- ISO9001;
- ISO27000;
- Customer Service Excellence (CSE);
- SALSA - Food Hygiene Standards;
- Cyber Essentials; and
- Investors in People (IIP).

5.14 Transactional Websites

This project discipline is only available to exporting businesses, businesses in key sectors and on-Island retailers who operate from physical premises that are open to the public.

This discipline is aimed at businesses that are: -

- Wishing to create their first transactional web site which incorporates a fully transactional payments system; and
- Seeking to upgrade an existing website to include transactional functionality.

Ineligible activities include a) creation of web sites, which do not include payment systems, b) upgrades to existing payment systems and hosting or any other recurring costs.

Important note - It may not be practical for some exporting businesses to include a fully transactional element in their web sites, but the Department is keen to support these projects if they result in new business being attracted to the Island. Potential applicants of this type are encouraged to contact the Department to discuss their requirements and potential eligibility.

6. Eligibility

Important Note - Applicants for the Business Advisory Service are not required to meet the main eligibility requirements of the Scheme.

The main eligibility requirements are as follows: -

- Support is not available for any project, which commenced prior to the submission of the application form. Applicants should gain confirmation of Government support before commencing the project; and
- The project must not have received support under any other Government Scheme.

The business must comply with the **Enterprise Act 2008 (Eligible Businesses) Regulations 2018**, which states that an eligible business is one which meets the following criteria: -

- The business must employ at least one member of Isle of Man staff under a contract of employment (other than a person involved in controlling the business).
- However if the business is expected to have a turnover of less than £100,000 within the first 12 months of trading; or is within the first 18 months of trading and had a turnover of less than £100,000 in the 12 months immediately before the date of application, then the business does not require any Isle of Man members of staff in order to qualify for eligibility.
- The business is or will be based on the Island.
- The business can be conducted lawfully on the Island.
- The conduct of the business: -
 - is not or would not be detrimental to the environment of the Isle of Man; and
 - will not or would not be likely to bring the Department into disrepute.
- No person involved in controlling the business is disqualified from holding appointment as a director or a company secretary either in or outside the Island at the time of application.
- No person involved in controlling the business may be the subject of outstanding executions in the Island at the time of application.
- Each person involved in controlling the business must: -
 - (a) declare to the Department whether or not, at the time of application, the business complies with the law in relation to: -
 - (i) income tax;
 - (ii) national insurance;
 - (iii) value added tax;
 - (iv) any other taxes or duties payable in the Island;
 - (v) health and safety;
 - (vi) planning;
 - (vii) employment; and
 - (viii) immigration or work permits.
 - (b) disclose any instances of non-compliance with the law in relation to any matter listed in paragraph (a) occurring in the period of one year ending with the date of application; and
 - (c) Disclose full details of all beneficial owners at the time of application to the Department and notify the Department, in writing, of any changes to the beneficial owners whilst having a live application for the Scheme.
- Each person involved in controlling the business must disclose to the Department any criminal convictions of his or hers at the time of application.

For this purpose: -

- (a) it is immaterial where the offence was committed or the conviction was imposed;
- (b) disregard offences which are spent for the purposes of the Rehabilitation of Offenders Act 2001 (or would be had the convictions occurred in the Island);
- (c) disregard motoring offences; and
- (d) disregard offences which –
- (e) are not punishable with custody; or
- (f) would not be so punishable if committed in the Island.

Government Departments, Local Authorities and Statutory Boards are ineligible to apply for any aspect of the Scheme. Eligibility for assistance under the Scheme is determined by the Department at its discretion. The eligibility criteria may therefore change from time to time.

Please view the most current information on our website [here](#) for further information on eligibility.

Should you require further assistance regarding eligibility, please call 01624-687333 or email enterprisesupport@gov.im

The Department recognises that businesses may require different types of assistance at different stages of their growth. Businesses can therefore apply to the Scheme multiple times for a) different project disciplines and b) for multiple projects within certain project disciplines e.g. quality standards.

7. Applicant responsibilities

The Department does not indemnify the Project Consultants in respect of any guidance and/or works undertaken for a business. Applicants should ensure that their chosen Project Consultant is a business, adequately insured and has the necessary skills, experience and accreditation(s) to undertake the chosen project.

The Project Consultant is an independent contractor and is not an employee of the Department. The Department will not be party to any subsequent contract entered into between the business and the Project Consultant.

To the fullest extent permitted by law, the Department for Enterprise, will not accept any liability for any loss suffered by the business because of any action or inaction taken by the business because of any guidance offered by the Project Consultant subsequently appointed.

8. The Process

a) Application process

Applicants are encouraged in the first instance to complete the brief online enquiry form, which can be found [here](#), the applicant should include as much information as possible to allow the Department to evaluate eligibility against its various schemes.

Applicants must complete the online application form available [here](#). The application form must include details of the applicant's business, the project discipline, the proposed project, the benefits of implementation and details of the proposed project consultant alongside justification of choice e.g. price, quality etc.

All applications must be submitted with **three** quotations from different independent on Island project consultants. Quotations should be itemised to identify the charges associated with each part of the work. In circumstances where a lack of services on-Island mean that applicants are unable to submit three quotations from local consultants, a business case / an explanatory note must accompany the off-Island quotes at the time of application.

Upon receipt of the application form, the Department will perform the necessary checks in relation to the business and project eligibility etc. and will perform checks regarding the chosen Project Consultant. Applicants should ensure that all matters in relation to Income Tax, N.I. and V.A.T. are up to date at this time and remain so throughout the process.

Once the necessary checks have been completed and the Department is satisfied with the application, you will receive an offer letter stating that you can commence the project.

b) During the project

It is the responsibility of the applicant to manage the project and work closely with the Project Consultant at all times. The Department will not get involved during this stage of the process.

c) Project completion

Once the applicant is satisfied that the project is fully completed and has performed the necessary testing etc., the applicant should then pay the Project Consultant in full and obtain a receipt for this payment.

The payment receipt should then be submitted to the Department alongside evidence that the project has been completed. Evidence of project completion is summarised as follows: -

Discipline	Project completion evidence required
App Development	The App is available to download and works
Booking systems	The online booking systems is available and works
Business Advisory Service	Report
Consultancy for exporting businesses	Report
Digital Marketing / Social Media Consultancy	Report for audits / evidence of implementation for projects
Environmental Efficiency	Report
HR Projects	Report
Information Communication Technology	Report / evidence of the installation of the system
Intellectual Property Protection Support	Report
Legal, Financial & Professional Advice	Report
Legislation Compliance	Report
Marketing	Marketing Plan
Quality Accreditations	Accreditation certificate, except IIP, which will be considered on a case-by-case basis.
Transactional websites	Website available online and basket available and works

Payments are made by electronic transfer direct into the business bank account. The payment, once authorised, takes approximately 2-3 weeks to reach the applicants business bank account. Payments to applicants with arrears of Income Tax, National Insurance or VAT will be held until such arrears have been cleared.

NOTE: The project should ideally create new jobs, increase revenues or increase efficiency. The applicant may be required to demonstrate and report upon these areas to the Department at the completion of the project.

9. Declined Applications

Only offers or decisions made via the contract can be reviewed e.g. the Department has made its decision on the eligibility and funding levels. Applicants are unable to request a review of any decision made in processing the application up to the point of signing the contract.

If an applicant has been refused or received a lower amount of funding than expected and wishes to request a review of the decision, the applicant must clearly and concisely state the reasons for the decline, the reasons for the review, any measures undertaken to resolve the issue and provide any additional supporting information.

The Department will appoint a Manager within the Enterprise Support Division to undertake the initial review. If this decision is not in the favour of the applicant, the findings of this initial review would then be passed to a senior officer outside of the Enterprise Support Division and not involved in the original decision to make the final decision.

The reviewing officer will then consider whether the correct decision has been made in relation to the Scheme's Guidance etc. and cannot take into account hardship and personal circumstances etc.

The review officer's decision will be final.

The reviewing officer does not have the authority to make exceptional one-off decisions which do not comply with the Scheme's legislative framework.

A request for a review of a decision must be made in writing within 28 days of the date of notification of that decision.

A decision may only be reviewed once.

Review requests should be either emailed to enterprisesupport@gov.im or sent to: -

The Business Consultancy Scheme Manager
Department for Enterprise,
St Georges Court,
Upper Church Street,
Douglas,
Isle of Man
IM1 1EX

10. Application Form

The Application Form link is available [here](#).

Application forms are completed online, any queries or supporting documentation in relation to applications can be emailed to enterprisesupport@gov.im

Alternatively supporting documentation can be sent to:

The Business Consultancy Scheme
Department for Enterprise
St Georges Court
Upper Church Street
Douglas
Isle of Man
IM1 1EX