



Student
Loans Company

STUDENT FINANCE

PAUL SMITH

SENIOR MANAGER, BUSINESS DEVELOPMENT, SLC

SLC's Role & Accountabilities

	England	Wales	N-Ireland	Scotland
Information & Guidance	SLC with Partners	Local Authorities (SLC materials)	Local Authorities (SLC materials)	SAAS
Applications and Assessments	SLC	Local Authorities (SLC systems)	Local Authorities (SLC systems)	SAAS
Attendance & Customer Payments	SLC	SLC	SLC	SLC loans SAAS grants
Attendance & Fee Payments	SLC	SLC	SLC	SLC (non-Scottish HEIs)
Repayments	SLC	SLC	SLC	SLC
Customer Enquiries	SLC	SLC	SLC	SLC & SAAS
Bursary Administration (HEBSS)	SLC	SLC	SLC	SLC & SAAS

Review of 11/12

- 1.2 M Applications Received
- 1.02 M attendances received
- 4 calls per student p.a.
- >1M changes in circumstances
- 90% online, 60% via UCAS

Student Finance AY11/12

HEI

**Student
Information
Service**

**Online Change
Notification**

STUDENT

**Automatic
Income
Verification**

**Automatic
Renewal
(Returners)**

**Many Small
Scale Online
Changes**

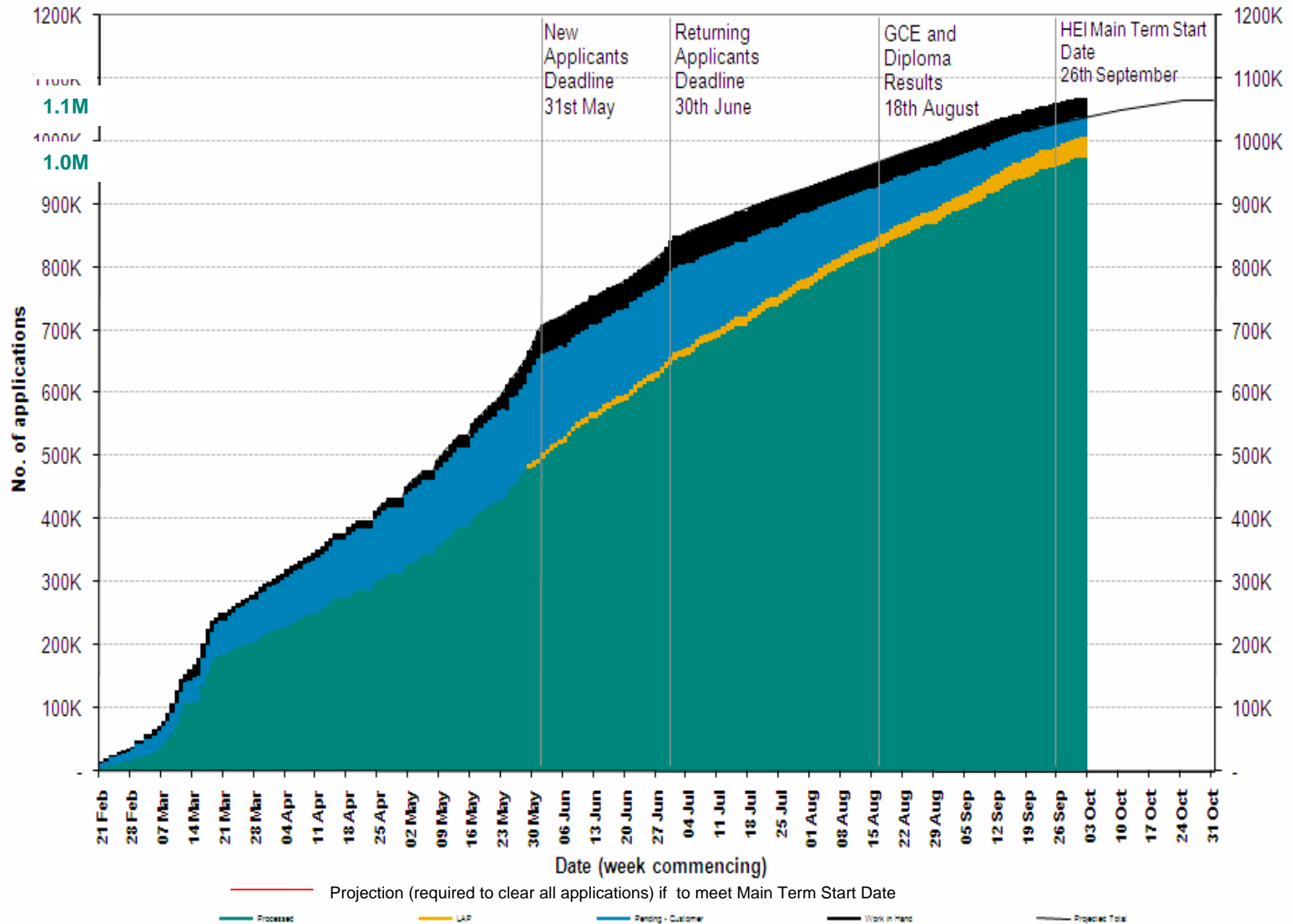
Payment Texts

SLC

**Response &
DSA Teams
Extension**

**Contact
Management
Systems**

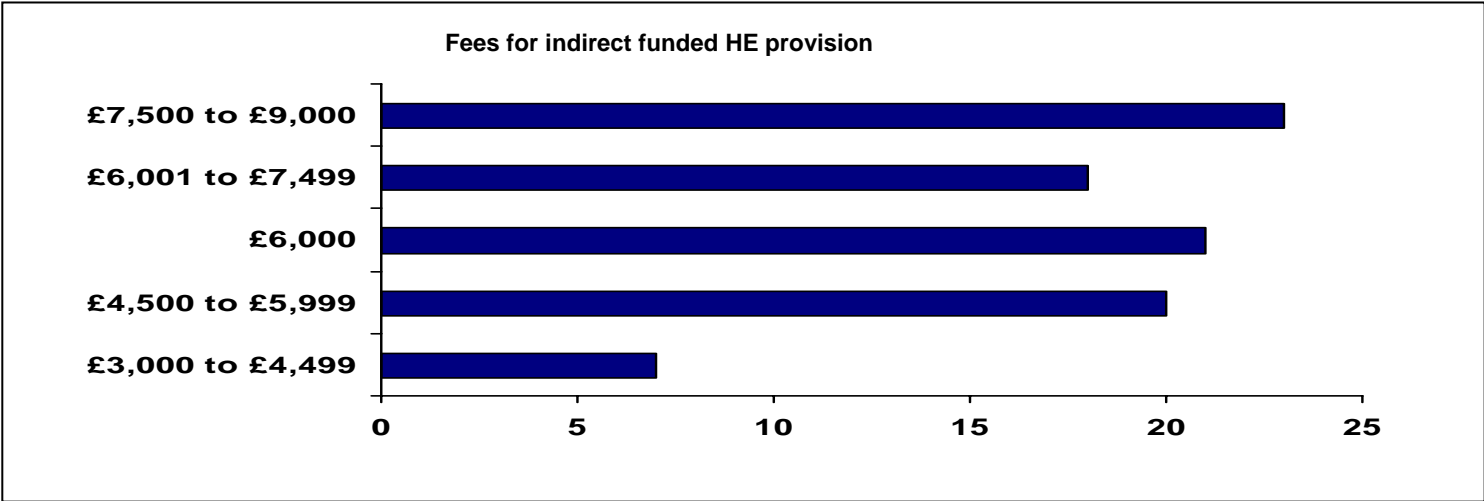
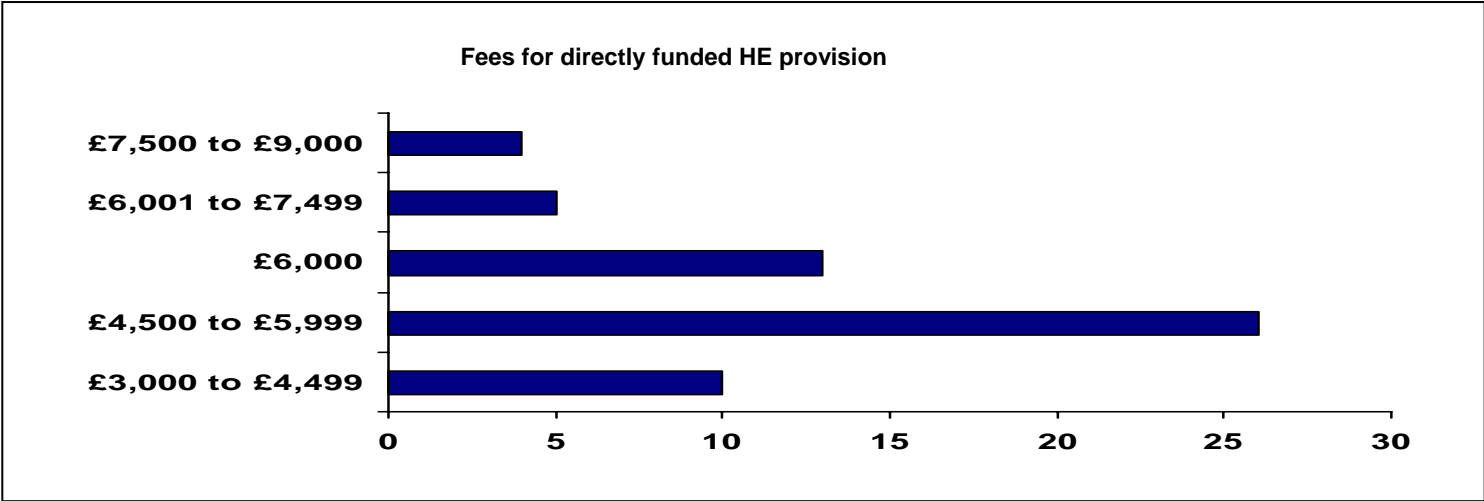
AY11/12 – Applications Processed 2nd October



National Processing 16th October

Overall Position	SFE	Total
Total Submitted	1,048,493	1,223,586
Processed	1,002,517	1,174,535
Awaiting Further Information from Customer	25,052	27,106
In Progress/Work in hand	20,924	21,945
Processed	1,002,517	1,174,535
Ineligible	26,031	28,700
Waiting for customer signature	66,702	69,700
Ready for Payment	909,784	1,076,135
Awaiting Further Info from customer	25,052	27,106

College Fees



IAG & Funding Questions

National Support

- Maintenance grant
- Maintenance loan
- Dependents Grants
- DSA
- Fee Loan

Institutional Support

- Headline Fee Rate
- Course Fee Loan
- Bursary
- Accommodation / Travel
- Hardship Support

HEI Service Principles

- HEI Services are both business-to-business and student service enablers
- All HEI / SLC interactions online via a single portal
- Common UK solutions, protecting admin from policy
- Service targets orientated to customer expectations
- Quick/automated action to provide “real-world” customer interface
- HEIs and SLC see the same picture