



# HEI Services Bulletin

## AY 11/12—Update

Issue 15, July 2011

Application processing for SFE for 11/12 is on track. To date, we have received 80% of the applications we expect to get at the start of term.

797,244 applications have been submitted and 619,088 have been processed and are ready for payment or awaiting the customers signature. 135,501 are awaiting further information from the customer and we continue to follow up with these customers to remind them to send the information we need. 42,655 are currently being processed.

The deadline for returning students applications passed on the 30th June. Students who have not submitted an application by this date should do so as soon as possible to have the best chance of ensuring funding is available at the start of term.

We have received 20% of DSA appli-

cations that we expect to receive in AY 11/12 and would ask that our partners continue to help us encourage students to apply for DSA early rather than waiting until the start of term.

We would also like to encourage colleagues at HEIs to tell us as soon as they can if students are withdrawing from their course. An immediate stop is placed on any further payments to the student which helps minimise the risk of overpayment.

Don't forget that you can view data for all students with approved applications for AY 11/12 via the Student Information Service on the HE Portal.

### Information for students with children

Please could we ask that you help cascade the following message to students with regards to childcare grant:

With the start of the academic year only a few months away we wanted to remind any students applying for the childcare grant to make sure that they are not currently receiving the childcare element of working tax credits.

Both the childcare grant and childcare element of working tax credits are designed to help out with childcare costs therefore only one can be claimed at any one time.

To apply for the childcare grant please make sure you have completed a CCG1 form with weekly costs and returned to SFE.

## Bursary Services — HEBSS and WBS

A gentle reminder that HEIs are now able to enter their rules for their bursaries and scholarships for AY 11/12. However, please be advised that unless we have received signed copies of the contract back, we won't be able to release your student data until this is returned.

For those HEIs using the Customised Text option on the entitlement letter, please review this content to make sure it is still relevant for AY 11/12.

If you require any advice or assistance in completing the process, or any other queries with regards to set up for the coming year then please contact your HEI Relationship Manager.

## HE College Seminars

We have issued a Date for the Diary for our annual HE College seminars.

Although these seminars are aimed at smaller colleges and SCITTs and not larger institutions, we would ask that you encourage your franchise / partner institutions to attend. Further information can be found using the link below:

<http://www.heinfo.slc.co.uk/media/132802/college%20conference%202011%20save%20the%20date.pdf>



# HEI Services Bulletin

Issue 15, July 2011

## “Phishing” Emails

We are aware that some students continue to be targeted by “Phishing” emails.

These emails look like they have come from Student Finance England and ask students to click on a link to confirm their personal details in order for them to receive payments.

We normally find that there is an increase in the frequency of these just before instalment dates.

Please could we ask that you help us get the message to students that SFE would not send emails asking them to reconfirm their details — in particular your new students for AY 11/12 who may not be as familiar with these emails.

If students receive such an email, then under no circumstances should they respond to this.

Any emails received should be forwarded to [phishing@slc.co.uk](mailto:phishing@slc.co.uk) to allow us to trace where these have come from. This means that we can work to ensure the websites are closed down quickly.

In addition, we are aware of students being targeted by "Phishing" emails which claim to come direct from an HEI rather than Student Finance England, the Student Loans Company or DirectGov.

We had previously asked that should you become aware of any instances like this, it is very important that you notify SLC immediately by contacting [phishing@slc.co.uk](mailto:phishing@slc.co.uk). This will allow us to implement extra security measures to try to protect your students.

You may think that there is no impact on their Student Finance accounts as the email claims to have come direct from an HEI, however information obtained from students may allow a fraudster to later access their account and so we cannot emphasise enough the need to make us aware of this.

## AY 12/13—Tuition Fees and Attendance Processing

Some of you may have, or will be hearing more about the changes planned for AY 12/13 at the recent forums. For those of you who have already attended, please could we ask that you return your feedback forms to your HEI Relationship Manager as soon as possible.

We are in the process of drafting guidance notes for HEIs to outline the changes for full time and part time students and also in respect of fee waivers, should your institution be offering these as part of their support package.

This guidance will be issued to our HEI contacts shortly in addition to being placed on our website: [www.heinfo.slc.co.uk](http://www.heinfo.slc.co.uk) . Please keep checking the website for further key messages and updates.

## SAAS Enquiry Line

Please be advise that as a result of their customer survey, SAAS have changed their enquiry line number to 0300 555 0505.

This number can be used now.

Please could you help by ensuring that you sign-post students to the correct number when required.