



HEI Services Bulletin

Issue 13, September
2010

Student Finance England 2010 / 2011 Online Applications

Our focus at this time is on making sure as many students as possible have access to some of the funds they are entitled to, as soon as their registration has been confirmed by their university or college.

To help us do this we are encouraging students to apply for student finance online. If students apply using a paper application this close to the start of term, it is very likely that they will not receive any money when they start their course. If they apply online they should at least get an initial payment of the majority of their maintenance loan, once they have registered at university or college.

To encourage online applications we have removed the links to the downloadable paper PN1/PR1 application forms from direct.gov.uk/student-finance. Customers who still want to apply using a paper form are asked to phone us and they will be quoted a short URL to access a downloadable version of the form. Paper application forms (PN1 & PR1) are still available to download from the Student Finance England practitioners website at www.practitioners.studentfinanceengland.co.uk

Customer message on signing and returning the declaration form

For students who have applied for student finance online, we would like to remind them that they must sign and return the declaration form. We have a significant number of students who have not returned their signed declaration.

Can you help us get the following message to students?

Customer message:

If you have already applied for student finance, please make sure you have signed and returned your declaration form - we can't pay you until you return the signed declaration form.

Remember: you won't get paid until you register at your university or college and they send us confirmation of your attendance. Your money should be in your bank account within 2-3 days.

Please note: the deadline for applications based on household income has passed which means we may not have worked out your full entitlement in time for the start of term, but we can make sure you have the basic funding you need in place.

By signing the declaration form we have sent you, you are not agreeing to receive a smaller amount; this declaration will cover you for any additional funding you receive once we have fully assessed your application.

Student Finance Entitlement Letters

HEI Helpline staff are receiving a number of calls from HEIs advising that the Student Support Number (SSN) is not on student's entitlement letters.

Please be advised that the SSN can be found on the "University or College Payment Advice" page of the letter, underneath the barcode. This page can be found at the end of the letter after the "Frequently Asked Questions" section. If you are advising students to bring this letter to registration then you may wish to ask them to bring the full letter.



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Start of first term—Customer Messages

SLC will be using various channels to get key messages to students in preparation for the start of the first term.

We are aware that through your own IAG channels, you will most likely cover these areas but we thought it would be useful to highlight these to you and ask for your help in reinforcing these messages.

- You must have registered on your course at your university or college before we can pay you. Your university or college will notify us electronically.
- Your tuition fee loan is paid directly to your university or college on your behalf
- Your maintenance loan and maintenance grant (if applicable) is payable directly to you in three instalments (one each term across the academic year)
- You could be asked for your Student Finance Letter by your university or college so we recommend you take this with you just in case
- You can still apply for finance if you have not already done so. You should do this now and do this online.
- If you have not received your full entitlement you should ensure that you send in the required evidence. Evidence which is sent in will then be processed and any additional amounts you are entitled to will then be paid to you
- If you need to make changes to your university, course or loan amount, you can do this online

Thank you in advance for your continued assistance and support in this area.

AY 10/11 Reports

As a follow up to the HEI Communication Forums, we will shortly be issuing HEIs with the latest processing information for your institution.

This will include an updated version of the report provided to you at the forum and a breakdown of those students who have currently been assessed for non means tested support if we have not been able to work out their full entitlement before the start of term. This is usually because they have applied late or we are still waiting for information to be submitted.

In preparation for the launch of the new Student Information Service, Tuition Fee Position Reports (TFPRs) were made available on the ELP site at the end of August, slightly earlier than usual. As we require to migrate a vast amount of information to the new service, we have to stop producing ACR and TFPR files. Information and attendance confirmations for fee purposes can once again be viewed when the service becomes available.

SSAR files will continue to be available on the ELP site as normal. No changes are being made in this area.

AY 11/12 Policy

After the policy has been announced by ministers, we will be in a position to communicate this to you and to start preparations for AY roll-over in the HE Portal.

The first stage of this will be to commence course collection for AY 11/12. Submission of course information is a key part of the student finance application process.

Courses need to be submitted and, most importantly, promoted to “live” for students and assessors to have sight of them.

Without this information being readily available for the start of the application cycle, students may need to be assessed against temporary courses and this will also have an impact on HEIs with regards to the payment of fee loans.

Please can we ask that you cascade this message to colleagues who are for course submission if this falls out with your responsibility.

Thank you in advance for your assistance.



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SLC College Seminars (HE) 2010

We are currently preparing for our first ever annual seminars for colleges with HE Provision.

We would like to take this opportunity to remind you to please mention these seminars to any partner / franchise colleges that you think may benefit from attending, particularly given the impending launch of the Student Information Service.

The events aim to provide delegates with comprehensive information relating to recent and future developments in the range of products and services delivered by SLC to institutions which support the delivery of the HE Student Finance Systems.

The seminars are aimed at student support managers and practitioners in Colleges and SCITTs who are responsible for the business to business interactions between SLC and the institution, including staff from Finance, Registry and Student Support Services.

Topics will include Courses Service, Student Information Service, Financial Information Service and Bursaries Service.

Please note, these events are not aimed at larger Universities whom we engage with through the annual Student Support Seminar and Regional Communication Forums as this information will have

already been communicated via these channels.

Colleagues can register for the event by visiting www.events-slc.co.uk. The fee is £65 +VAT.

The dates are as follows:

6 Oct 2010—Nottingham

19 October 2010—Birmingham

20th October 2010—Leeds

21st October—Bristol

22nd October—London

All queries should be directed to events@slc.co.uk or by calling 0141 243 3704.

“Phishing” emails

We are aware that once again, some students have been targeted with “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.

Please could we ask that you help us get the message to students that SFE would not send them an email asking them to confirm their details. Some url’s do look genuine at first glance as they contain references to DirectGov however hovering over the link reveals the true website.

If students receive such an email, **under no circumstances should they respond to this or provide any details.**

Any emails received should be forwarded, if possible, to security@slc.co.uk to allow us to trace where these

have come from. This means we can work to ensure these websites are closed down quickly.

Students from some HEIs have been specifically targeted over the past few weeks and if this involves your institution, your HEI Relationship Manager will have been in touch to advise you of this. We will continue to do so if any other instances arise.

HEBSS and WBS

The “evidence verified” field in HEBSS and WBS will now show evidence verified “yes” for new students who are applying for supplementary grants as long as all required evidence has been submitted for the main national support application.

Previously, the evidence flag would continue to be set to “no” where students had applied for grants such as childcare grant, adults dependant grant etc, even where everything had been submitted and checked for all other aspects of the national support application.