

Dear Colleague

We are pleased to announce the launch of a new enhancement to its online Student Finance Services which will allow students from England, Wales and N. Ireland to update or change details relating to their student finance application. Initially this will include changes to course details and loan amount(s), and means students won't need to complete and send us a paper form detailing these changes. Scottish students retain the existing process of notifying SAAS of any changes.

Students can access this new service by logging in to their Student Finance Account (using the login details provided by us) via the appropriate Student Finance website (www.direct.gov.uk/studentfinance, www.studentfinancewales.co.uk, www.studentfinanceni.co.uk) and will allow the student to update the following details:-

- Change of course, place of study or both
- Notify of withdrawal/leaving the course early or to suspend studies
- Notify of resumption in studies
- Adjust the maintenance loan, or reduce the tuition fee loan amount *

* The current system will only allow students to apply for a fee loan up to the amount they initially declared that they were being charged for their course on their initial application. Therefore, students who have applied for an incorrect fee loan will not be able to amend this to the correct amount if it is higher e.g. changing from £3225 to £3290. In these cases students should be advised to download a paper form as per the current process and/or HEIs can advise us of the new amount via the existing HEI CoC Service. We expect this issue to be resolved in a further release of this service later this year and further details will be issued at this time.

Where a student notifies us of their withdrawal from a course, HEIs will be notified through the ACR process and will be able to amend the withdrawal date if required via their own HEI CoC system. Transfers, Suspensions and Resumptions will be registered, but not progressed to automatic assessment so that the advisors would review and seek the necessary validation from the HEI using the same methods as for current written CoC notifications.

We are expecting a fairly high volume of these changes, a lot of which we expect will be generated by students going through the Clearing process. Therefore UCAS have also been provided with briefing notes on this new service and updates have been made to their IVR messages and website to direct students to this new service where required.

Our key customer messages are:

- You can now make changes to your student finance application online. Login to your student finance account to change your course, university or college or finance details.
- If you applied for student finance on paper, you can change these details online. You will need to use the log in details we have sent to you.
- You can make this change now – you don't have to wait for your initial application to be processed
- Do this online at:
Student Finance England - www.direct.gov.uk/studentfinance
Student Finance Wales - www.studentfinancewales.co.uk
Student Finance Northern Ireland - www.studentfinancenir.co.uk

Please direct any queries you may have back to this mailbox.

Thanks and regards,

Susan Maguire, HEI Services Manager