



HEI Services Bulletin

Issue 12, June 2010

Important—AY 10/11 Applications

The deadline for applications has now passed we are seeking help from partner organisations across the sector in encouraging students to apply now. The sooner they apply, the more likely it will be that they have their support in place for the start of the term.

We are aware that due to the time of year, the amount of contact you may have with your new and returning students will differ but please could we ask that you use any channels possible to encourage applications. If you have contact with students during clearing, could you ask them if they have applied and encourage them to do so if they haven't. Alternatively, if the student has applied under a different institution, can you remind them to notify the award authority of this change.

The message that we have circulated for partners to use reads as follows. **Please could we ask that you use the exact wording provided to ensure a clear consistent message goes out to students.**

Thank you for any assistance that you are able to provide.

If you live in England and are starting a university course in September 2010, but haven't yet applied for your student loans and grants, you need to take action immediately.

Go online today at www.direct.gov.uk/studentfinance and complete your student finance application as soon as possible.

Don't leave it any longer. The sooner you apply, the more likely you are to have all your money in place for the start of term.

Your application is only completed when you have done all of the following:

- **COMPLETE AND SUBMIT ONLINE** – You must correctly fill in all of the sections, of the online application, that apply to you and provide all the information that Student Finance England ask you for. Once you've completed this remember to press 'SUBMIT APPLICATION';
- **SUPPLY EVIDENCE** – you must send all of the evidence Student Finance England ask for immediately – this may include financial evidence for 2008-09 from your parents, step-parents or your parents' partners;
- **SIGN AND RETURN ONLINE DECLARATION FORM** – once you've submitted your application online, Student Finance England will send you a form by post called the 'Online Declaration Form' which you must sign and return.

If you've already completed your student finance application, you don't need to do anything further at this stage.

Don't forget, your maintenance loans and grants will be paid in 3 instalments, one at the beginning of each term; but only once you register on your course. Your Tuition Fee Loan is paid directly to us on your behalf.

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SLC College Conferences (HE) 2010

SLC are please to announce the dates for the first ever annual conferences for colleges with HE Provision.

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.

However, we would ask that if you have any partner / franchise colleges that you think may benefit from attending, then please mention the events to them.

They can register their interest by going to www.events-slc.co.uk and

then click on the SLC College Conferences (HE) 2010 tab.

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.

AY 11/12 Policy

A number of you have been contacting us to ask if we have information regarding loan and grant rates for AY 11/12.

We are currently waiting for information from the Department for Business, Innovation and Skills (BIS) and as soon as we have information regarding these, then we will distribute to HEIs and place them on the HE Info website.

We do however have some information from the Welsh Assembly Government with regards to the Welsh National Bursary. From AY11/12 the Welsh National Bursary will be incorporated within the higher education statutory student support system as an integral part of the Assembly Learning Grant and the Special Support Grant.

The revised arrangements will be phased in for new

Welsh entrants from 2011-12 onwards and will result in an increase of up to £600 p.a. in grant (maximum of £5,600) for eligible students with residual household incomes of less than £34,000 (max threshold £18,370).

Gap-year entrants commencing their course in AY11/12 will be considered as a continuing student and will therefore be eligible for the same fee and maintenance support package as those students who started their studies in AY 2010/11 (maximum grant of £5,000) as well as the Welsh National Bursary of £329.

We are currently awaiting guidance from OFFA regarding the implications for English institutions paying bursaries to Welsh students.

Contact Details at SLC for HEIs

Further to previous bulletins, we would like to again clarify where HEI Queries should be directed.

Some HEIs are continuing to send operational / student queries to HEI_Services@slc.co.uk. This comes to a team within Business Development who have no access to systems required to answer your query and whilst we will make every effort to direct your query to the appropriate team, this may result in a delay in your query being answered. You will receive a quicker response if you contact the appropriate area directly.

bacspayments@slc.co.uk — SSAR / SSAC process queries

feepayments@slc.co.uk — Tuition Fee Loans queries

coc@slc.co.uk — HEI Change of Circumstance system queries

bursary@slc.co.uk — Bursary queries

fis@slc.co.uk — Financial Information Service queries

hei_data@slc.co.uk — Courses Service queries

The team can also be contacted on 0845 702 3316. Any performance issues should be reported by telephone. Confirmations of attendance cannot be taken by telephone, a SSAC file must be submitted. As always, release of funds is dependant on a valid NINO being held.

Please note that under no circumstances should this number be given to students. Students should call 0845 300 5090 with any queries they may have.

Thank you in advance for your co-operation.

EU Team and Practitioners Line

We have received the following updates from colleagues with regards to these.

The EU_Team@slc.co.uk mailbox will be closing from the 21st July 2010. The team can continue to be contacted on (+44) (0) 141 243 2570. This action has been taken in order to allow the EU Team to offer a better standard of service to customers.

HEIs who subscribe to the EU Bursary Service can send EU Bursary queries only to EU_bursary@slc.co.uk.

HEIs who have 3rd Party Consent to Share in place with a student can ring the Practitioners Line on 0845 602 0583 and select option 1 to speak to an advisor with a query regarding a student's application. This option was previously only available during the hours of 10am to 4pm. HEIs will now be able to select option 1 from 8am to 8pm weekdays and 9am to 5.30pm on weekends. All other options will continue to only be available from 10am to 4pm.