

Dear Colleague,

Please find below some updates following the March HEI Services Bulletin.

We hope you find this information useful and please cascade to colleagues as appropriate.

New on-line application

On Monday 12th April the new application was launched for students and sponsors.

The new on-line application features:

- Improved screen layouts and simplified questions;
- Improved sponsor linking - new students won't need to use an Alias ID;
- Student finance calculator links - the student can bring their details across from the calculator to save them time;
- A summary screen which tells students what is happening with their application and what they need to do next;
- An evidence screen for customers to track evidence items.

The new Student Finance Entitlement letter combines the old Notice of Entitlement and Payment Schedule letters. It lets students know what student finance to expect and when to expect payments.

The letter is colour coded to show the student which finance is being paid directly to them and which finance is being paid directly to their university or college.

The letter is split into five easy to read sections:

- A covering letter explaining any steps the students may need to take to get their payments.
- Student Finance - Breakdown explaining how their finance is worked out.
- Payment Timetable advising when to expect their payments;
- Frequently Asked Questions answering any outstanding queries the student may have;
- University or College Payment Advice which the student must take to their university or college so their attendance can be confirmed to us.

On-line applicants will also have a Student Finance Declaration Form attached to the letter which they should complete and return to us.

Please see Appendix A with some mock examples of the new Student Finance Entitlement Letter.

EEA Migrant Workers Third Instalment Blocking

Following discussions with the Minister and the Department of Business, Innovation and Skills (BIS), the decision has been taken to temporarily block third instalments of support for some EEA Migrant Workers who still have evidence outstanding. This will affect those students who have not responded to request for further evidence, to support their claims for maintenance support. The student has been prompted again to provide the necessary information and upon receipt, providing everything is in order, then the outstanding instalment will be released for payment.

As this regards payment of maintenance support, due to Data Protection, we are unable to provide you with details of the individual students affected.

Change of Circumstances for AY 10/11

A small number of HEIs have been submitting Change of Circumstances (CoCs) for AY 10/11 through the HE Portal. Please be advised that when CoCs are raised, this creates a task in the system for an assessor to action. Where the student has not yet applied for finance for AY 10/11, no task is raised and therefore the CoC will not be actioned.

If HEIs wish to record CoCs on the system then we suggest that these are saved but not submitted until the student has applied for finance. You will be able to determine this when you start to receive your SSAR files for AY 10/11.

Next year, with the introduction of the Student Information System, you will be able to view data for students who have applied for finance 24 hours after approval by the award authority and therefore you will be able to determine who has applied at a much earlier date and submit CoCs accordingly.

DSA Partner Seminars May 2010

Please find a link attached in order to obtain further information regarding the forthcoming Disabled Students' Allowances Partner Seminars. Could we ask that you circulate to any colleagues at your institution who work in this area.

<http://www.heinfo.slc.co.uk/home.aspx>

Colleagues can register, if they haven't already done so, using our online registration website....
<http://www.events-slc.co.uk>

Regards,
Susan Maguire
HEI Services Manager

Appendix A – Examples of the new Student Entitlement Letter

Please find attached some mock examples of the new student Student Finance Entitlement letter. Please note the following with regards to these examples:

- We have provided one letter showing an example of a student who has been means tested and one example of a student who has received a forced non-means tested assessment
- The mock examples do not show the headers and footers which will appear on the actual letters
- Although the layout and structure of the letter will be the same for each student, the letters will be tailored more to the individual students circumstances and therefore not all letters will contain the same instructions e.g. missing bank details, missing national insurance number etc
- Although not shown under the barcode on the University or College Payment Advice page, the SSN will appear here in the actual letters.....

Student Finance Letter Example Forced Non Means Tested

5 October 2009

Customer Reference Number: 01234567890

Dear [Mr Bloggs](#)

Student Finance for Academic Year [2010/11](#)

As we haven't received evidence of your household income we have assessed you without taking into account your household income. This means you will have some student finance available to you for the start of your course.

The amount to be paid to your university or college:

£3290.00

The amount to be paid to you:

£3564.00

This letter details how your student finance total is made up and when to expect payments.

We have also included a list of Frequently Asked Questions to help answer any questions you might have about student finance and a University or College Payment Advice.

Next steps if you want to be assessed based on your household income

- [\[Sponsor 1 needs to provide financial evidence\]](#)
- [\[Sponsor 2 needs to provide financial evidence\]](#)
- [\[Sponsor 1 needs to provide their details\]](#)
- [\[Sponsor 2 needs to provide their details\]](#)

Once we receive these details and/or evidence we will reassess you and you will be sent a new student finance entitlement letter.

Yours sincerely

Your Student Finance Breakdown

5 October 2009

Name: Joseph Bloggs
Customer Reference Number: 01234567890
UCAS Personal ID: 1234567890
University or College: THE UNIVERSITY OF WIGAN
Course: SCIENCE
Course year: First

You will need to pay back the Tuition Fee Loan and Maintenance Loan.

Tuition Fees

Tuition Fee amount: £3290.00
Tuition Fee Loan available to you: £3290.00
Tuition Fee Loan to be paid to your university or college: £3290.00

The amount we will pay directly to your university or college:

£3290.00

Maintenance Loan

Loan not based on household income: £3564.00
Equals loan available to you: £3564.00
Loan to be paid to you: £3564.00

The amount we will pay to you:

£3564.00

Payment of your student finance will be made to the following bank or building society account:

Sort Code
11-11-11

Account Number
xxxx1111

Building Society Roll Number
1111111111111111

The first four digits of your account number are not shown for security reasons.



2010/11

Your Payment Timetable

5 October 2009

Name: Joseph Bloggs
 Customer Reference Number: 01234567890
 UCAS Personal ID: 1234567890
 University or College: THE UNIVERSITY OF WIGAN
 Course: SCIENCE
 Course year: First

Payment Timetable for Maintenance Loan

This will be paid to you.

Expected payment date	Amount	Payment type
07/09/2010	£1176.12	Maintenance Loan
07/01/2011	£1154.01	Maintenance Loan
07/04/2011	£1211.76	Maintenance Loan
Total	£3564.00	

You will receive your **first** payment(s) within 3 to 4 working days of your attendance being confirmed to us by your university or college, however you will not be paid before your expected payment date. All other payments should also be paid into your account within 3 to 4 working days of the expected payment date.

Payment Timetable for Tuition Fees

This will be paid directly to the university or college.

Expected payment date	Amount	Payment type	Course year	University or college to be paid	Course
09/02/2011	£1645.00	Loan	1	University of Wigan	Science
11/05/2011	£1645.00	Loan	1	University of Wigan	Science
Total	£3290.00				

Frequently Asked Questions

How do I change the amount of loan I want to take out?

You can increase or decrease the amount of loan you would like, up to the maximum awarded, by downloading and completing a Maintenance Loan or Tuition Fee Loan Request Form available at www.direct.gov.uk/studentfinance.

What if my bank details change?

You can update your bank details at any time by logging into your student finance account and following the online instructions or by calling us.

Important: you must leave 5 working days between updating your bank details and your next payment date to ensure your payment is made into the correct account.

What if my place of study or course changes?

You must let us know if you change course or change university or college as this may affect your student finance entitlement. You can do this by downloading and completing a 'Change of circumstances form' available at www.direct.gov.uk/studentfinance.

What if I leave or suspend my studies?

You must let us know if you leave or suspend your studies as this may affect your student finance entitlement. You can do this by downloading and completing a 'Change of circumstances form' available at www.direct.gov.uk/studentfinance. We will then reassess your student finance entitlement up to the date you left or suspended your studies. If you have been overpaid we will contact you to arrange repayment.

How is the interest on my loan calculated?

Interest is added to your loan balance from the day the first loan payment is made.

You can find out more about this and the current interest rate at www.studentloanrepayment.co.uk/interest.

When do I pay back my loan?

You will be due to start repaying your loan the April after you graduate or withdraw from your course. Further information about repayment is available at www.studentloanrepayment.co.uk.

Where can I find more information?

For the latest news and detailed information on student finance go to www.direct.gov.uk/studentfinance. Further information on student finance can also be found in 'A guide to financial support for higher education students in 2010/11' which is available for download on the website.



Student
Loans Company
2010/11

University or College Payment Advice

Please keep this letter in a safe place.
It should be given to your university or college should they ask for it.

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5 October 2009

Name:	Joseph Bloggs
Customer Reference Number:	01234567890
UCAS Personal ID:	1234567890
University or College:	THE UNIVERSITY OF WIGAN
Course:	SCIENCE
Course year:	First

Payment Timetable for Tuition Fees

This will be paid directly to the university or college.

Expected payment date	Amount	Payment type	Course year	University or college to be paid	Course
09/02/2011	£1645.00	Loan	1	University of Wigan	Science
11/05/2011	£1645.00	Loan	1	University of Wigan	Science
Total	£3290.00				

Student Finance Summary

Joseph Bloggs will also receive the following student finance for academic year 2010/11:

Maintenance Loan £3564.00

Student Finance Letter Example Means Tested

5 October 2009

Customer Reference Number: 1234567890

Dear Mr Bloggs

Student Finance for Academic Year 2010/11

The amount to be paid to your university or college:	£3290.00
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The amount to be paid to you:	£2906.00
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This letter details how your student finance total is made up and when to expect payments.

We have also included a list of Frequently Asked Questions to help answer any questions you might have about student finance and a University or College Payment Advice.

Next steps you must take immediately

- You must sign and return the enclosed declaration in the envelope provided. We cannot pay you until we receive this form.
- You must give us your bank details before we can pay any student finance to you. You can do this by logging into your student finance account and following the online process or by calling us.
- You must give us your National Insurance (NI) Number. We cannot pay you until you give us a valid NI Number.

Next steps you must take when you get to university or college

- If you register at your university or college in person you should take this letter with you. Your university or college may need to see this before they can confirm your attendance to us. Your first payment will **only** be made after your attendance has been confirmed to us by your university or college.

Yours sincerely



2010/11

Your Student Finance Breakdown

5 October 2009

Name: Joseph Bloggs
 Customer Reference Number: 01234567890
 UCAS Personal ID: 1234567890
 University or College: THE UNIVERSITY OF WIGAN
 Campus name: WIGAN1
 Course: SCIENCE
 Course year: First

You will need to pay back the Tuition Fee Loan. You do not have to repay any grant payments.

Tuition Fees

Course Fee amount: £3290.00
 Tuition Fee Loan available to you: £3290.00
Tuition Fee Loan to be paid to your university or college: £3290.00

The amount we will pay directly to your university or college:

£3290.00

Maintenance Loan

Loan not based on household income: £3564.00
 Plus loan based on household income: £1386.00
 Equals loan available to you: £4950.00
 Loan requested: £0.00
Loan to be paid to you: £0.00

The amount we will pay to you:

£2906.00

Grants

Special Support Grant: £2906.00

The Course Fee Amount your university or college has given us for your course is less than the amount you told us on your application. For this reason, we have changed the Course Fee Amount above.

2010/11

Your Payment Timetable

5 October 2009

Name: Joseph Bloggs
 Customer Reference Number: 01234567890
 UCAS Personal ID: 1234567890
 University or College: THE UNIVERSITY OF WIGAN
 Campus name: WIGAN1
 Course: SCIENCE
 Course year: First

Payment Timetable for Grants

This will be paid to you.

Expected payment date	Amount	Payment type
07/09/2010	£958.98	Grant
07/01/2011	£958.98	Grant
07/04/2011	£988.04	Grant
Total	£2906.00	

You will receive your **first** payment(s) within 3 to 4 working days of your attendance being confirmed to us by your university or college, however you will not be paid before your expected payment date.

All other payments should also be paid into your account within 3 to 4 working days of the expected payment date.

Payment Timetable for Tuition Fee Loan

This will be paid directly to your University or College

Expected payment date	Amount	Payment type	Course year	University or college to be paid	Course
09/02/2011	£1645.00	Loan	1	University of Wigan	Science
11/05/2011	£1645.00	Loan	1	University of Wigan	Science
Total	£3290.00				

Frequently Asked Questions

Why have I been sent a declaration?

We can't pay any of your student finance until you agree to our terms and conditions. You must sign and return the enclosed declaration in the envelope provided.

How is my student finance entitlement worked out?

You can find out how your student finance entitlement is worked out in 'A guide to financial support for higher education students in 2010/11'. If you do not have this guide you can download a copy at www.direct.gov.uk/studentfinance.

How do I change the amount of loan I want to take out?

You can increase or decrease the amount of loan you would like, up to the maximum awarded, by downloading and completing a Maintenance Loan or Tuition Fee Loan Request Form available at www.direct.gov.uk/studentfinance.

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You can update your bank details at any time by logging into your student finance account and following the online instructions or by calling us.

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Where can I find more information?

For further information on student finance, please refer to the guide 'A guide to financial support for higher education students in 2010/11'. If you do not have this guide you can download a copy at www.direct.gov.uk/studentfinance.

2010/11

University or College Payment Advice

Please keep this letter in a safe place.

This letter should be given to your university or college should they ask for it.

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5 October 2009

Name:	Joseph Bloggs
Customer Reference Number:	01234567890
UCAS Personal ID:	1234567890
University or College:	THE UNIVERSITY OF WIGAN
Campus name:	WIGAN1
Course:	SCIENCE
Course year:	First

Payment Timetable for Tuition Fee Loan

This will be paid directly to the university or college.

Expected payment date	Amount	Payment type	Course year	University or college to be paid	Course
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11/05/2011	£1645.00	Loan	1	University of Wigan	Science
Total	£3290.00				

Student Finance Summary

Joseph Bloggs will also receive the following student finance for academic year 2010/11:

Grants	£2906.00
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