



HEI Services Bulletin

Issue 10, March 2010

AY 10/11—Action Required by HEIs

Course Submission

As you will all be aware, the application process has now opened for AY 10/11 for Student Finance England, Student Finance Wales and Student Finance NI.

A number of your partner / franchise institutions have not yet provided their course information for AY 10/11. We urgently require this to ensure that there are no undue delays to student applications. Please could you encourage any partner / franchise institutions to return their submissions.

Changes to the system this year mean that even if HEIs have provisional term dates or fees for courses, these can be entered onto

the system now and changed at a later date. Any students assessed against the old information, will automatically be reassessed by the relevant award authority.

If your institution has completed their submission for AY 10/11, please could you ensure the following actions are undertaken:

- **Change the predicted number of courses to match the actual entered so that your institution shows as complete**
- **Ensure any closed courses are promoted to “live” to prevent them rolling over to future AYs**

If you are not the person responsible, please could you ensure colleagues

within your institution are aware of this.

Financial Information Service

New students in AY10/11 will now be using the Student Finance Calculators prior to completing their application. In order to ensure they receive a complete picture of both national and institutional support that they could be entitled to, please could we ask that you complete your Supplementary Financial Information (SFI) for AY 10/11 as soon as possible.

When you submit your text regarding course fees, bursaries and scholarships, this is then passed through to the Student Finance Calculators.

When a student then selects your HEI this information will be displayed and will give students an illustration as to the support they could receive at your institution.

A User Guide and E-Learning Modules are available which take you through how to view, edit and maintain your information. As well as providing the student with information, the service can be used as an additional marketing tool.

Again, if you are not the person responsible, please could you cascade.

If you require further information on either service, then please don't hesitate to contact your HEI Relationship Manager.

AY 10/11 Applications

As you are aware, the scanning solution implemented last year fell short of expectation and as such, was withdrawn. After several months of consultation, re-design and extensive testing, the new solution is now operational. In order to help us ensure that all students are approved and paid at the start of AY 10/11, please could we ask that you publicise the deadline dates to all students at your institution through any usual means that you use e.g. emails / messages in student centres.

For students starting a course in 2010/11:

To ensure payment at the start of term, apply:

- By 25th June 2010 if you're applying for means tested finance
- By 23rd April 2010 if you're applying for non means tested finance

For students continuing a course in 2010/11:

- By 21st May 2010 if you're applying for means tested finance
- By 23rd April 2010 if you're applying for non means tested finance

Thank you in advance for your assistance.



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Bursary Services — HEBSS and WBS

Enhancements Programme

The following enhancements have recently been implemented:

- Customized Text for Entitlement Letters
- Improved Wording on Reassessment Letters
- Filter to allow searches by Commencing Year of Study
- Rules criteria to indicate month of course start
- Approvals report addition fields—“Eligibility” and “Student Support Application Status”
- Notes screen for HEIs to add free text against student records
- Rules calculator type for multiple bands of household income or maintenance/ special support grant
- Offline approvals in batches of 200

In addition, HEIs now have the ability to **enter their own automated awards as part of the AY rollover process and will enter these for the first time in AY 10/11.**

We have emailed all HEBSS and WBS primary contacts with copies of E-Learning Modules and Training Booklets which take you through how to administer the process. Copies of these will also be available on the Bursaries Home Page on the HE Portal.

Once you update your rules for AY10/11, you will then submit these for review to SLC who will perform a check. If the review is complete, you will then be able to activate your rules as usual and have your student data passed through. SLC will contact you if we have any queries regarding your rules entry.

Your HEI Relationship Manager will be able to provide advice and support should you require this.

Please ensure that you complete this process as soon as possible to ensure you are fully set up prior to the start of the new Academic Year.

Student Finance Letter

Changes have recently taken place with regard to student correspondence.

Students will no longer receive a separate Financial Notification and Payment Schedule Letter. Instead, they will receive a new, clearer letter which will give them details of the finance they have been awarded and information on when this will be paid to them.

The letter will contain varying information depending on the circumstances of the student’s application and will give them a clear list of next steps they need to take (or tell them if they don’t have to do anything!).

For HEIs, the letter will contain a University or College payment advice which will provide details of the tuition fee support the student is receiving and also contains the SSN and barcode.

Some examples will be circulated to you within the next few weeks—please note though, as the letters will differ depending on the student’s circumstances and application status, not all letters will contain exactly the same information. This ensures students are given clear and accurate information applicable to them.

Student Support Seminar

Many Thanks to all those who attended the recent Student Support Seminar in Glasgow. Copies of the presentations are now available on the HE Info website. In addition, a number of common questions were put to the speakers and we thought it would be helpful to summarise these:

Q: There were a number of suggestions regarding how SLC and HEIs could work together to prevent fraud.

A: *These will be taken forward by the Fraud Prevention and Detection team.*

Q: Is the SSN on every page of the new Student Finance Letter?

A: *No. The SSN is only available on the HEI Payment Advice page. Customer testing showed that having 2 numbers (SSN and the Customer Ref Num) was confusing for students.*

Q: There were requests for data regarding the number of customers who repay their loan in loan.

A: *If you require this data (note: only available at national level) then email HEI_Services@slc.co.uk.*

Q: Can we provide details of the returners application process on the Practitioners Website?

A: *It is possible although it will have to be looked at later*

in the year as we are currently working on demos for new students as a priority.

Q: Is there information available on the Practitioners Website regarding Student Change of Circumstances?

A: *There are links to the form but when we launch the online solution later in the year we will provide a guide to this on the site*

Q: Do repayments made online receive a receipt?

A: *The customer can request a receipt by email when they are making payment or by letter if they make a payment by telephone.*

Q: Can the online application demos be made available on Facebook?

A: *We are currently looking into this but as the demos are designed to help Practitioners rather than students, some time will be required to amend these.*

Q: There were a number of suggestions for enhancements to the Courses Service.

A: *These will be logged on the enhancements register and taken forward when resource permits.*

Change of Circumstance

A number of small enhancements have now gone live on the CoC Service. These affect the validation process and subsequent error messages when HEI users are attempting to submit XML files to the bulk upload facility.

As a result of these enhancements the users will

be provided with a clearer explanation of why their XML file has failed validation and how to correct the errors.

The updated Technical Specification can be viewed at the following link: <http://www.heinfo.slc.co.uk/he-services/change-of-circumstances.aspx>

3rd Installment Blocking

For those students who have been returned by HEIs as not in Attendance on the ACR, their third installment of support will be blocked. This is to mitigate the risk of overpayment to students no longer attending courses in HE.

SLC have contacted those HEIs with affected students to allow HEIs to check that their attendance confirmation has been correct.

If you have any further queries then please contact the HEI Helpline on 0845 702 3316.

HEI Services Mailbox

The HEI Services mailbox is administered by the HEI Services team within Business Development.

Since the recent closure of the HEI_Help@slc.co.uk mailbox, a number of operational / student queries have been emailed to the HEI_Services@slc.co.uk address.

Whilst we will do all we can to ensure that your query is redirected to the appropriate team, this may result in a delay in your query being answered.

Please can we ask that you direct your query to the following relevant mailboxes and make colleagues at your institution aware of these.

A structure chart is also attached as a quick reference guide.

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

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

coc@slc.co.uk — 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 and any performance issues should continue to be reported by telephone.

In addition, for HEIs who have not yet moved to using online Change of Circumstance, electronic copies of the forms can be emailed to **sfd_p.u_enquiries@slc.co.uk** as well as any electronic evidence you may be submitting on behalf of students.

Your co-operation is appreciated.