



Student
Loans Company

EU SERVICES

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EU SENIOR ASSESSOR

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Workshop Objectives

- To provide a comprehensive understanding of how SLC supports EU students through the student finance system:
 - We will explore the main processes for applications and assessments
 - Provide clarity on the relevant residence and nationality requirements and document certification
 - Examine the main issues EU students face in obtaining their fees support

Introducing the EU Team

- A brief history:
 - Formed in the Academic Year 1998/1999
 - Charged with administering tuition fee support for EU nationals coming to study at universities in England, Wales and Northern Ireland
 - The team was described as “Europe’s local authority”
 - Initially, we performed means tested tuition fee grants
 - From the Academic Year 2006/07, new students are assessed for tuition fee loans in line with UK students
 - On 1 April 2006, the EU team became part of SLC and is now part of the Central Processing Unit in Darlington

The European Union



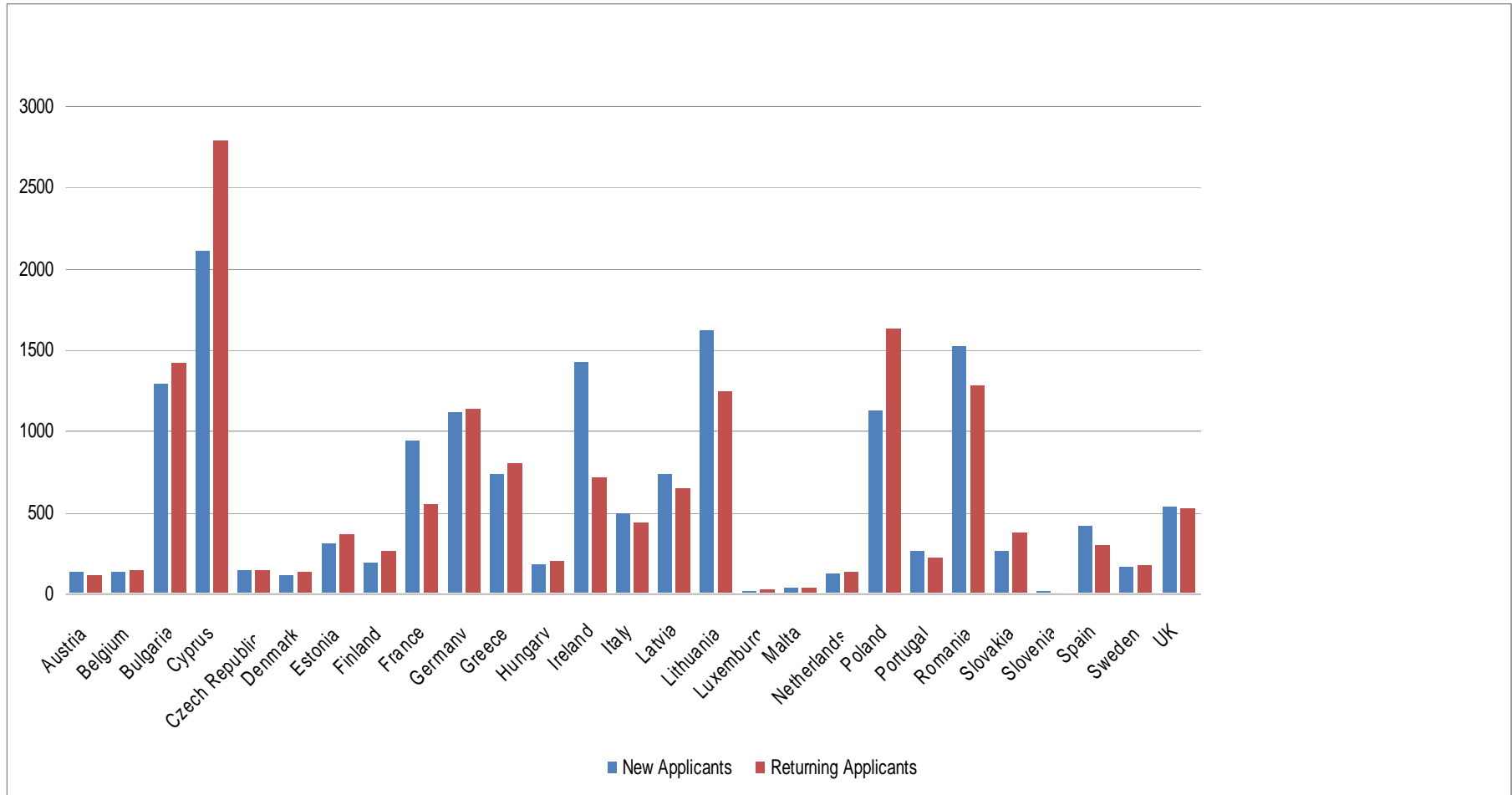
The EU Team today

- Comprised of two teams:
 - The Assessing Team – 12 members plus a Team Leader
 - The Admin Support Team – 9 members plus a Team Leader
 - There are many members of the Contact Centre who are fully trained to receive calls and deal with enquiries from EU nationals

EU Student Statistics

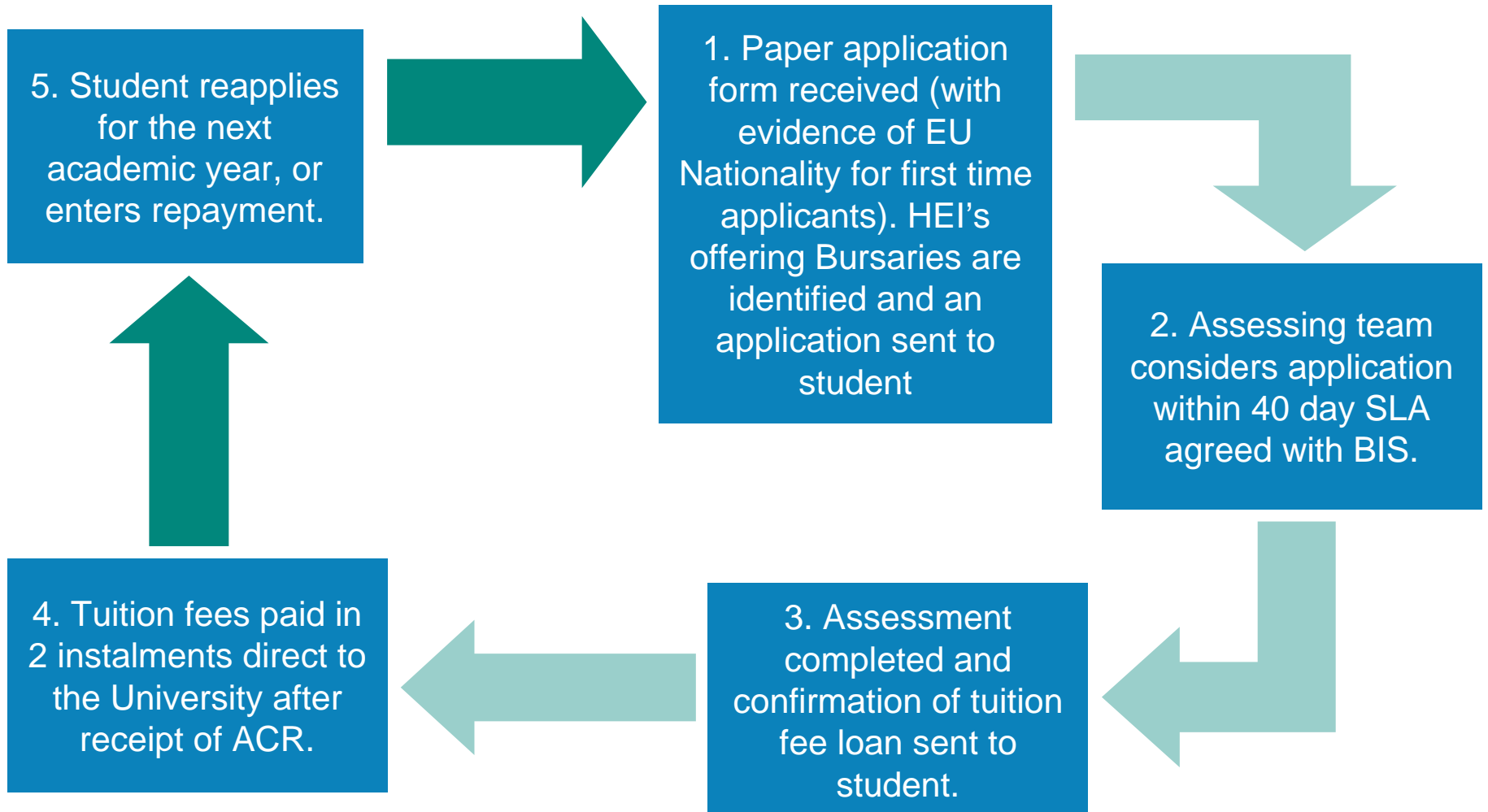
- In this Academic Year 2010/11 we have so far processed applications from over 34,000 students – 17868 returners and 16400 New students.
- We expect in excess of 36,000 for the 2010/11 academic year.
- In 1998 we dealt with students from 15 EU Member States
- Today, we deal with students from 27 EU Member States
- 2011/12 sees an increase in applications - 17% increase for EU students (40,000+) and 7% for UK students expected compared to this time last year subject to places being awarded.

The Story So far



Country Of Birth	New Applicants	Returning Applicants
Austria	127	109
Belgium	128	132
Bulgaria	1281	1409
Cyprus	2108	2787
Czech Republic	140	139
Denmark	106	122
Estonia	298	359
Finland	188	253
France	939	543
Germany	1115	1129
Greece	731	797
Hungary	173	194
Ireland	1423	707
Italy	483	431
Latvia	733	644
Lithuania	1615	1235
Luxemburg	8	18
Malta	33	34
Netherlands	115	126
Poland	1124	1630
Portugal	252	214
Romania	1519	1272
Slovakia	255	366
Slovenia	12	4
Spain	412	288
Sweden	160	161
UK	528	520

The Application Cycle



Eligibility Requirements for EU Support

- Nationality:
 - “A person who on the first day of the first academic year of the course is a national of a member state of the European Community or a family member including spouse of such a national” – *The Education (Student Support) Regulations 2008*
 - There is no provision for EU support for students who are seeking Asylum in an EU country.
- Course:
 - Must be studying an eligible Higher Education course at an eligible Higher Education establishment.

Certification of Documents

We accept the original or a certified photocopy of the original National Identity Card or Passport. In the case of Republic of Ireland nationals we also accept Birth Certificates.

The photocopy must be stamped and signed as being a true copy of the original by one of the following: a minister of religion, teacher, lecturer, doctor, lawyer, established civil servant (UK) or police officer. The person certifying the copy must state their job title, and provide their name, address and telephone number. Please note this person must not be a relative.

We cannot accept certification by non-teaching University staff.

Eligibility Requirements - Residency

- Students must have been ordinarily resident in the EEA or Switzerland for three years prior to the first day of the academic year in which their course begins.
- There is provision for temporary absence from the EEA during this period. For example:
 - Temporary employment outside the EEA
 - Military Service
 - Gap year travelling outside the EEA

Eligibility Requirements – Previous Study/ELQ

- From the 2009/2010 Academic Year, any study on an eligible course of Higher Education in the UK or Overseas can affect a student's entitlement to support.
 - A previous year of study is defined as any academic year which the student has attended regardless of whether they completed it or not
- A student who already holds a degree level qualification (Ordinary or Honours) will not be eligible for support.
- UK NARIC provides a service whereby qualifications from outside the UK are compared to the UK's qualification frameworks.
- Students may 'top-up' from a lower level qualification to a degree level qualification.

Previous Years of Study

- Standard Entitlement (the number of years for which support is available) is calculated from the length of the course, plus one additional year, minus any years of previous study.
- Previous years of study can be disregarded if:
 - There were compelling personal reasons for not completing the year. An appeal letter should be submitted with evidence (health etc.)
 - The year of study was 'entirely' self funded. This only applies where a student has paid their own fees at a privately funded institution
- Where a student does not have sufficient entitlement to cover their course, they are awarded an assessment of £0 rather than being made ineligible as they may still be awarded a bursary from their University.

Migrant Worker Applicants

- There are procedures in place for interaction between the EU/EEA Migrant worker team and the EU team to deal with those students who do not meet the Migrant Worker criteria. When these applications are passed to the EU team, they are given priority status and dealt with accordingly.

Online Change of Circumstances

- The introduction of Online Change of Circumstances by HEI's has resulted in a positive effect on our ability to amend and correct matters much quicker as they do not go into the normal workflow.

Common Issues facing EU students

- Completion of application forms – re-designed for 2011/12
- Attempting to apply or change details online
- Providing evidence of Nationality and Identity
 - Correct certification of original documents
- Contact addresses on the Loan Request Form – must have two contacts
- Repayments
- Cultural Observations



EU Team contact details

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