



Student
Loans Company

INFORMATION, ADVICE & GUIDANCE

REGIONAL CONSULTANTS

CLARE MCVEIGH

REGIONAL SERVICES MANAGER

9 March 2011

Agenda

- Regional Consultants
- The journey so far
- Resources for Students
- Resources for Practitioners
- Achievements to date
- Success stories
- Open discussion

Regional Consultants



12 Student Finance Consultants working regionally across England

IAG Delivery Partners



independent
schools
council



14-19 area
partnerships

FE college
staff

Heads of
6th Forms

The journey so far

- Memorandums of Understanding with partner organisations
- Assisted in the delivery of IAG
 - Details of 6500+ practitioners now captured
 - Achieved 7500 engagements during the AY cycle
- Over 15,000 practitioner packs issued in 2009

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Resources for Students



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Resources for Practitioners



IAG Support for Practitioners

- Practitioners Website – home of ALL our Practitioner resources
- Practitioners Helpline Team

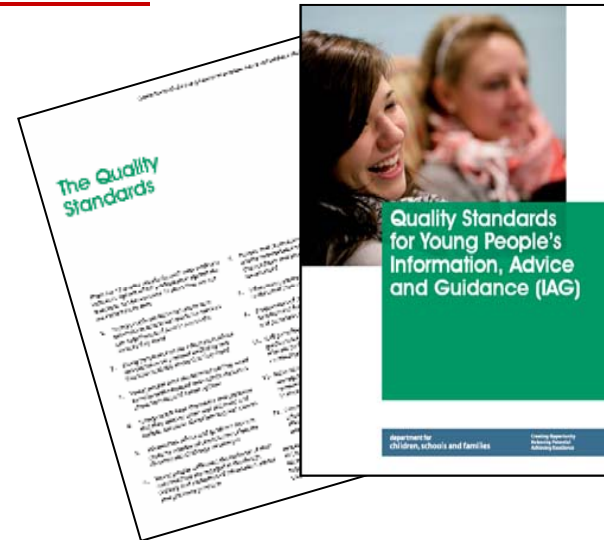


Practitioners' website

www.practitioners.studentfinanceengland.co.uk



Comprehensive up-to-date information about student finance



Wide range of resources to download or order

Telephone Support:

- Practitioner Helpline Team (regulation experts)
 - 9am to 4pm Monday to Friday
- Specialist Teams (DSA, Childcare etc)
- Regional Consultant:
 - Mock Account training
 - Specialist training on resources
 - IAG Quality Standards materials

Online support

Students, Parents & Partners	Customer website	www.direct.gov.uk/studentfinance
Practitioners	Practitioner website	www.practitioners.studentfinanceengland.co.uk
	Practitioner helpline team	ssin_queries@slc.co.uk

Telephone support

Students & Sponsors	Customer helpline	0845 300 5090
Expert Advice	Practitioner helpline	0845 602 0583

Achievements to date.....

Success stories.....

Research





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