



Student  
Loans Company

# SFE OPERATIONAL PROCESSING

IAN MANTHORP

ADMINISTRATION MANAGER

9 – 10 March 2011

# Agenda

- Introductions
  - Ian Manthorp – Administration Manager
  - Chris Snowdon – Assessing Team Leader
- Areas of Responsibility
- Application Path
- Common Pitfalls
- Best Practice
- Where to get help
- Questions?

# Areas of Responsibility – Pre Assessment Area

- Post
- Batching & Scanning
- Indexing of Scanned images to student record
- Registration & Data Entry of any Paper Applications
- Identity Evidence Verification (Both Automated and Manual)
- Returning both Identity & Financial Evidence

# Application Path



Student applies  
Online to SLC



Application is  
fully complete

1. IPS confirms identity.
2. HMRC confirms sponsors income.
3. Entitlement Notification letter issued.

# Common Pitfalls

- Documents supplied with no means of identification
- Wrong form used
- Application Incomplete
- Application supplied by deadline but supporting documents not

## Best Practice

- Apply online
- Encourage applicant & sponsor(s) to apply at the same time
- Encourage applications before the deadline
- Clearly identify any documents sent to SLC with Customer Reference Number (CRN)
- Make use of self service and Application Tracking on-line
- Do not send evidence that isn't requested (EG UK Passport)

# Where to get help

- Website

[www.direct.gov.uk/StudentFinance](http://www.direct.gov.uk/StudentFinance)

- Call Centre

- Opening hours:

Monday to Friday, 8.00 am to 8.00 pm

Saturday and Sunday, 9.00 am to 5.30 pm

- SFE Phone number 0845 300 50 90

- Minicom 0845 604 44 34

(you must have access to a minicom device in order to use this service)

- Make use of Regional Consultants





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## SFE Operational Processing

CHRIS SNOWDON

PROCESSING TEAM LEADER

9 – 10 March 2011

# Agenda

- System Enhancements
  - Verification of Household Income – HMRC Link
  - Tactical Processing – Automated System Processes
- New Students
- Continuing Students
- Questions?

# Verification of Household Income - HMRC

- All new 2011/12 students
- Income verified by HMRC
- Sponsors must provide NINO
- Reduces documentation being sent to the office
- No original financial documentation required

# Tactical Processing – Automated System Processes

- New means tested applications
- Non means tested returners
- Automatic Non Means Tested Roll-over
- Online Change of Circumstances

# New Students

- Apply online
- Will go through HMRC check
- No original financial documentation required
- Portal Open 16<sup>th</sup> March
- Deadline for New Students – 31<sup>st</sup> May
- Turnaround Time – 6 weeks

# Returning Students

- Apply online
- Not affected by HMRC check
- SC-SFA
- Portal Open - Now!
- Deadline for New Students – 30<sup>th</sup> June
- Turnaround Time (Service Level Agreement) – 6 weeks





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