



Student Loans Company



Student Facing Customer Services





Agenda

- Overview of Customer Services across our Customer Contact Centres
- Investing in Our People
- Resource Planning
- Quality and Knowledge Management
- Consent to Share
- AY 16/17 Successes & Continuous Improvement
- The Year Ahead



Customer Contact Centre

- 3 internal contact centres based in Darlington, Llandudno and Glasgow
- 2 Outsource Partners: Teleperformance and HGS
- Our Customer Service team ranges from 425 advisors to 1200 at peak
- We have answered over 4.1 million calls in AY 16/17 to date
- Peak period – August & September



Investing in our people

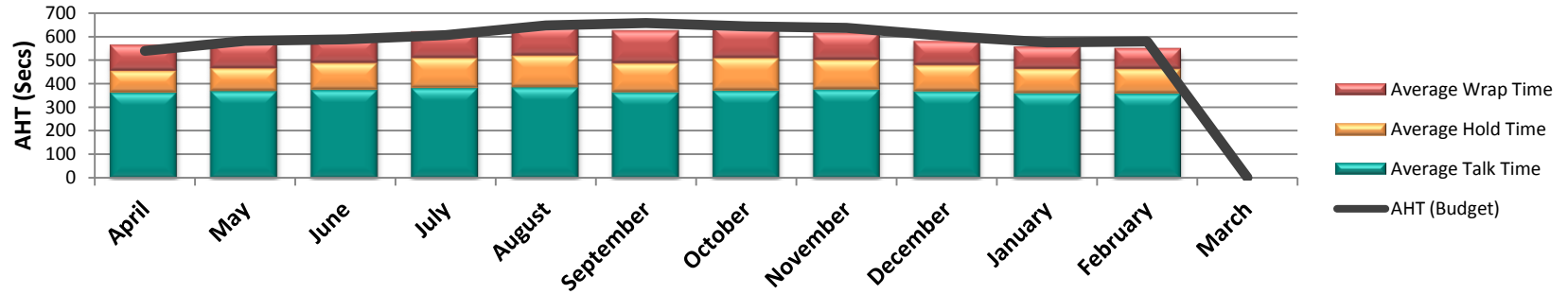


- 5 Week induction training, including buddying time with experienced advisors
- Tailored coaching - supporting our advisors in continually developing their skills, to provide the best possible service to our customers
- Monthly 121 meeting - reviewing their last action plan and tracking their progress
- Quality Assurance and Knowledge Management is a key focus - Quality Assurance checks and dedicated information and guidance available on Knowledgebase
- Monthly calibration and Buzz sessions focussing on trends throughout the year
- Comms sessions twice a week to share key messages and best practice

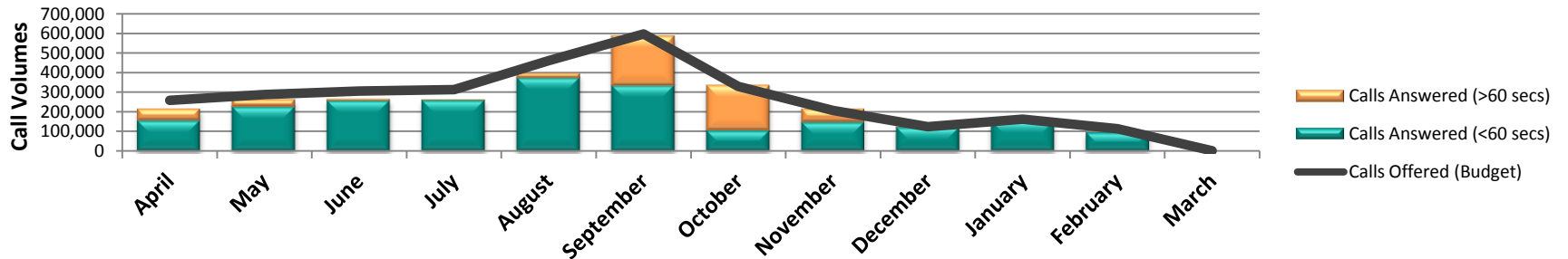


Resource Planning

Average Handle Time - Monthly Trend



Call Profile - Monthly Trend





Quality & Knowledge Team



- Our Quality and Knowledge team is made up of Quality Advisors and Content Authors across our sites in Darlington, Glasgow and Wales
- Customer Advisors have a sample of their calls evaluated monthly by the Quality team, including advisor's at our outsource partners to support consistent excellent customer service
- Content Authors administer our internal knowledge management tool – Knowledgebase
- The team supports Team Managers in creating calibration and buzz sessions
- The team spend 1 day each week taking calls, ensuring their knowledge and skills are kept up to date

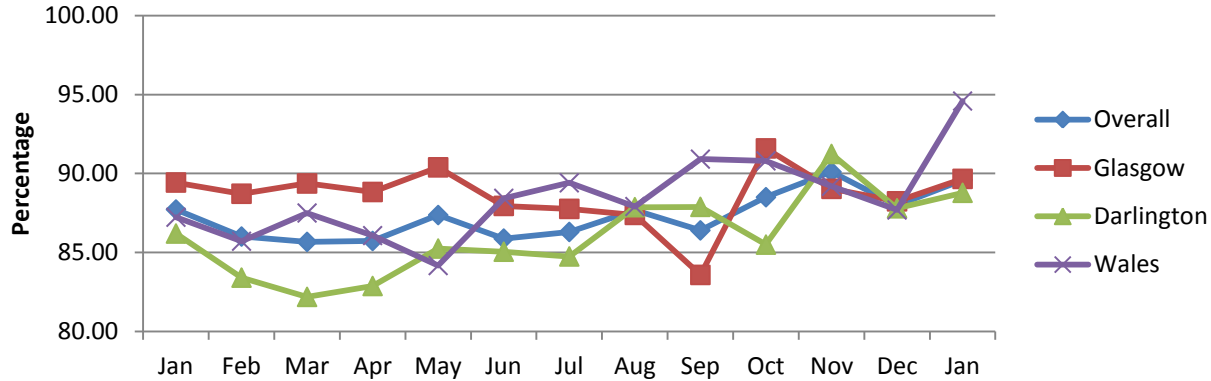


Knowledgebase is a knowledge management tool similar to a search engine, this support tool enables our advisors to:

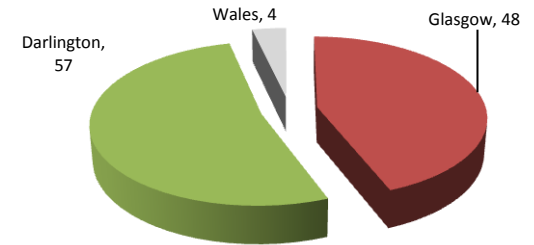
- Search easily using keywords to find information
- Have access to accurate and up-to-date information through tailored articles
- Structure responses in a straight forward manner
- Use 'Solution Finder' as a guidance tool for questioning



Inhouse Knowledge Accuracy - Past 12 months



No. Knowledge Feedbacks per site

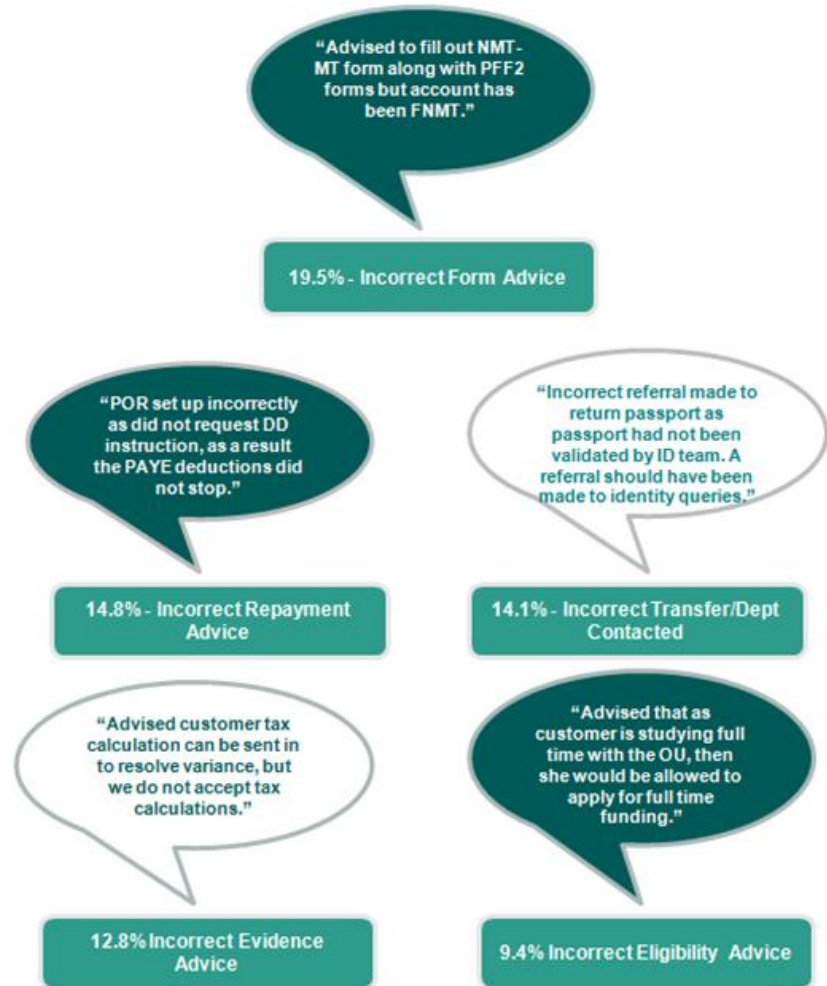


- Overall knowledge accuracy has increased by 2.12% to 89.58% from January 2016 to January 2017.
- Knowledge accuracy is evaluated by the Quality team, this information is used to manage our advisors performance.



Right First Time

- Right first time is a tool enabling internal and external colleagues to communicate errors caused by operational teams
- Managed by Quality Assurance team with insight to other performance issues; They refer any feedback to managers for individual support and also collate high level trends for the Buzz and Calibration Team
- Enables continuous development, with an open and honest approach to supporting our customers in receiving the highest level of customer service.
- Work with Operational management teams to communicate all issues which have caused failure of service.





Your Call

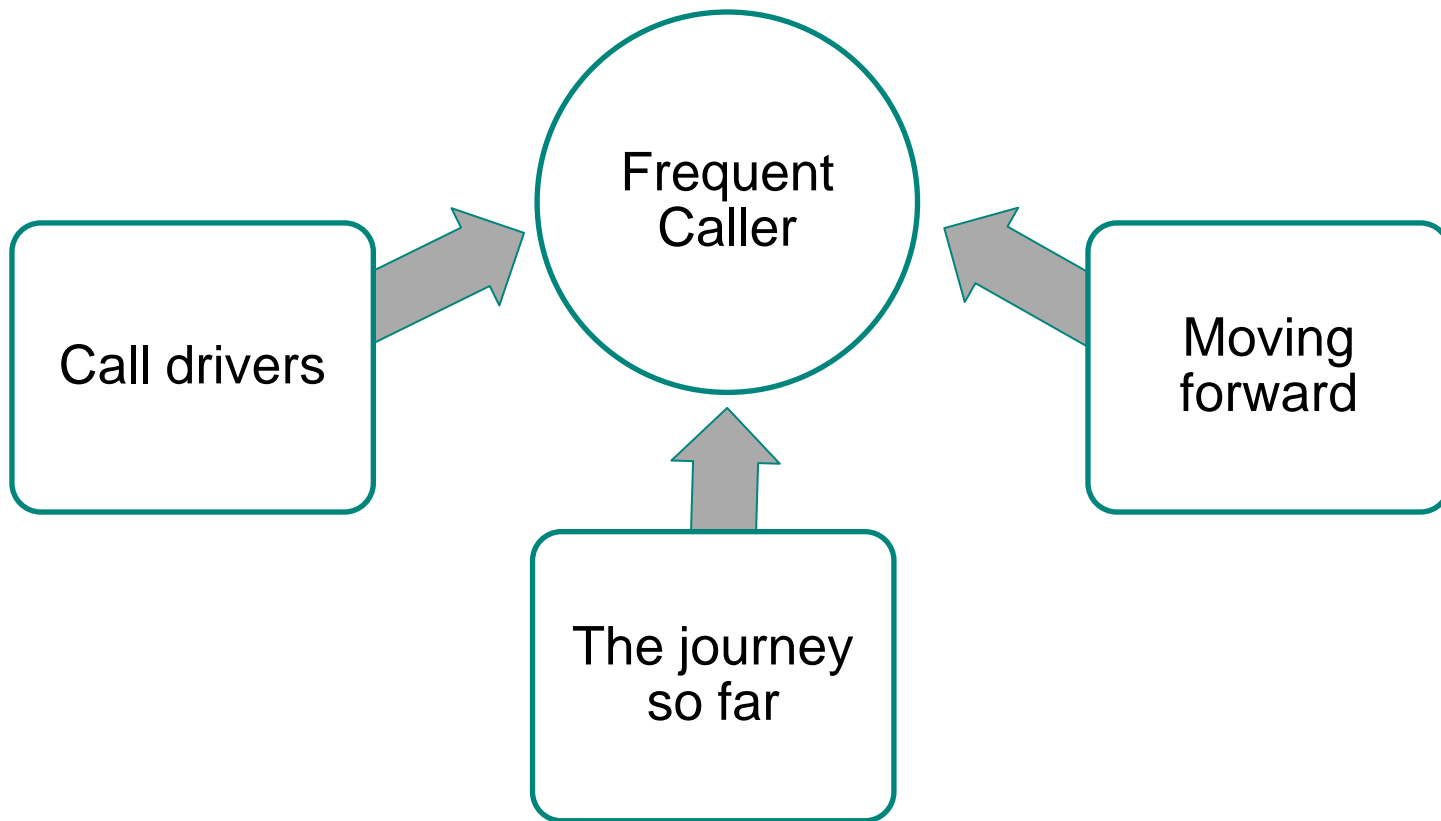
kind going the extra mile
 making me feel valued
 proactive helpful ease of getting through
 honest/transparent going above and beyond
 being listened to understanding of circumstances
 providing email for further contact respect
 feeling of progress/getting somewhere quick
 take responsibility for mistakes understanding
 resolve issues/fix immediately consistent advice
 keeping you informed rang back when promised
 taking time/don't rush professional
 consistent friendly

Your Call

- In 2016 we re-evaluated the way we provide service to our customers.
- We gathered insight from a cross section of customers, advisors and managers.
- We openly discussed the service we provide, the service we want to provide and the service our customers want.
- The values that are important to our customers were the same values that were important to our colleagues.
- Your Call is a structure with more flexibility than what we currently use – allowing our advisors to have a natural conversation with our customers, and to tailor the call to their needs.



Frequent Caller Project





Consent to Share

Partner Services Support Desk

- There is no CtS option on these lines
- Business to Business and Advanced Learner Loans lines, we can provide high level information to the HEP's/LP's
- If the query is student specific, the HEP/LP should call the Customer Contact Centre

Customer Contact Centre

- Customer Specific queries
- CtS can be set up for a third party to access and discuss account
- Simplified CtS process for HEP/LP; 4 quick and easy questions

DSA Team

- DSA CtS is obtained from students on their DSA1 application form or via a separate CtS form
- It relates only to sharing information regarding a student's DSA application
- 3 options for CtS: Disability Service at HEP/LP, DSA Needs Assessor & DSA Suppliers
- The DSA team can be contacted by third parties by email and over the phone:
Contact number: 01325 215 194 Email: disability_adviser@slc.co.uk



16/17 Successes & Continuous Improvements

- Improvements to Knowledgebase
- Post Graduate Loans launched in June 2016
- Improved escalations process
- HMRC Data Sharing (Refunds)
- Internal referral process
- Password resets



The Year Ahead

- SIS will be added to Agent Desktop – the system our advisors use daily to check account details, payments and assessments
- Organisational restructure to align the Repayment Contact Centre with the Repayment Directorate
- Improvements will be made to our IVR system
- Improvements to our digital services – starting with our UK repayment customers, online forms and evidence upload, looking at this being available for overseas repayers and SFE Customers
- Knowledgebase: An upgraded version enabling faster search with an enhanced interface is currently in development.

Amy Mugford
Team Manager



Amy_Mugford@slc.co.uk

☎ 0141 243 3039

🌐 www.slc.co.uk



Student Loans Company

Emily Pocock
Team Manager



Emily_Pocock@slc.co.uk

☎ 01325 215 868

🌐 www.gov.uk/studentfinance

