



Cyllid Myfyrwyr Cymru Prosesu Gweithredol

Student Finance Wales Operational Processing





Overview

- SFW structure
- End to end Process for SFW Students
- Part Time Students
- Review of 2016/17 Academic Year
- 2017/18 Academic Year Forecast
- Questions

Q&A will be open for the duration of the session and questions will be answered at the end.



Department Structure

We have been located in Llandudno Junction, North Wales since 2013.

Processing is made up of four different departments;

- Pre-Assessment: Including Post Batch and Scan and Data Entry Teams (24 Staff)
- Core: This department is made up of two teams (28 assessors)
- Disabled Students Allowance (16 assessors)
- Grants For Dependants (11 assessors)



SLC

Student Loans Company



End to End Process

- Post, Batch and Scan
- Data Entry & ID
- Assessing

Targeted Support

- GFD (Grants for Dependents)
- DSA (Disability Student Allowance)
- Resolve Team
- Customer Advisors



Core Assessing Overview

Ways to apply

- ✓ Online
- ✓ Paper (PN1, PR2)

Types of assessments

- Means tested
- Non-Means tested

Payments

- ✓ Once the student is confirmed to be in attendance, the first of 3 instalments for Maintenance and Fees will be released, the next 2 instalments release at the beginning of each subsequent term.



Funding available

- Tuition Fee Loan: Maximum of £4296.
- Tuition Fee Grant: Maximum of £4954.
- Welsh Government Learning Grant (WGLG): Maximum of £5161. This also entitled the student to a Loan Reduction. This is 50% of the WGLG.
- Special Support Grant: Maximum of £5161. This replaces the WGLG and has no Loan Reduction.
- Maintenance Loan: Means tested and Non-Means tested.



GFD – Parent's Learning Allowance and Adult Dependants Grant

1. Student indicates on their application that they have a child or adult dependant
2. SFW verify evidence of the dependant
3. Where the student has a partner/spouse, income is taken into account as are financial obligations for the upcoming academic year.
4. PLA and ADG awarded on a provisional basis based on calculated residual income.
5. Finalisation.



GFD – Childcare Grant

1. Student provides Childcare Grant Application form (CCG1).
2. Providers registration is verified by SFW.
3. Childcare Grant is provisionally awarded.
4. Childcare Grant Confirmation form (CCG2) is issued to the Student up to 6 times per year for completion by both the student and childcare provider as confirmation of actual costs.



DSA

1. Student completes a DSA1 form and sends it to SFW along with medical evidence
2. SFW review the forms and evidence and authorises the student to attend a needs assessment
3. Student arranges appointment and attends needs assessment centre
4. Needs assessment centre create a needs assessment report and sends to student for approval



DSA continued

5. SFW review the needs assessment report and advise the student of approved funding
6. Student orders their equipment and arranges delivery.
7. Student makes ongoing claims from agreed travel allowance
8. Equipment suppliers and Non-Medical Helper (NMH) suppliers invoice SFW directly.
9. SFW makes payment directly to equipment/NMH suppliers and reimburses student for general/travel claims.



Part Time Students

Ways to apply

- ✓ Pre 2014/15 Students apply on Part Time Grants forms (PTG)
- ✓ Post 2014/15 Students apply on Part Time Loan (PTL) forms or they can apply online
- ✓ Post 2014/15 Student can also apply for a course grant via a form or online.

Funding available

Tuition Fee Loan (TFL)

Course Grant

GFDs

DSAs



Resolve

- Contact centre referrals
- Travel Grants
- Applications with Bad debt indicator
- Discretionary payments
- Mode Switchers
- Complaints



Post Graduate Loans (PGL)

What is the Postgraduate Loan (PGL) Package?

- The student is allowed to apply for a Postgraduate Loan of up to £10,280
- This amount is for the whole duration of the course (one to four years)

Who is eligible?

- ✓Student must not already hold a post graduate qualification or equivalent level qualification
- ✓Must meet current SFW criteria
- ✓Students in prison

How can they apply?

- ✓Paper
- ✓Online



How SFW works with other areas

Darlington

- Complaints, Senior Assessors, Practitioners, Training department

Glasgow

- Policy, Counter Fraud Services (CFS), Business analysts , Legal department, Repayments, Operation Services

Higher Education Providers

- Account clarification

Student Support Charities and Organisations

- Vulnerable student stakeholder group meetings



Our continuous improvement

For SFW

- Meetings with the companies business analysts to review current processes.
- Reviewing forms
- User testing

For Individuals

- Regular coaching sessions provided by coaches
- ‘Error prediction’ carried out by coaches
- Regular 121s, Team Meetings and Common Error sessions



AY 16/17 Service Review

Total Submitted: 69,545
Total Processed: 68,466
Awaiting Further info: 788
In Progress with SFW: 291
Ready for Payment: 59,250

New Students: 30,480

Continuing Students: 39,065

PLA/ADG
Submitted: 3,405
Processed: 3,405
Awaiting further info: 0
In Progress with SFW: 0

Childcare Grant
Submitted: 1,530
Processed: 554
Awaiting further info: 966
In Progress with SFW: 10

DSA
Submitted: 3,200
Processed: 1,951
Awaiting further info: 1,239
In Progress with SFW: 1

We have received 94% of our total expectation of applications (74,000)

We have received a total of 7,625 Part Time applications.

320 Applications have been received for DSA Post Graduate funding.

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