

The Lifelong Learning Entitlement

The Customer Application Journey

SLC Planning and Awareness Seminar

Leeds, 13th November 2025

Session Introduction and Focus

The Lifelong Learning Entitlement (LLE), will have **a transformative impact** on student finance, and it will be vital that SLC deliver a customer experience that embodies the aims and reach of LLE funding policies:

- The LLE application service and customer portal have been designed to deliver a user-focused, effective, efficient and accessible end-to-end digital experience for both students and their sponsors

This presentation will provide insight into the LLE customer application journey, including:

- Objectives and principles that have driven and shaped development of the application process
- Example screenshots to illustrate customer journey key-stages and associated actions

Presentation Points of Note:

- The term 'customer' will be used and refers, as applicable, to the student making a funding application or to the sponsors (parent/s or partner) supporting the application
- **All screenshots, content design and wording shown are subject to change!**

The Lifelong Learning Entitlement

The Customer Application Journey

Design and Delivery Process Considerations

Application Journey – Design and Delivery Objectives

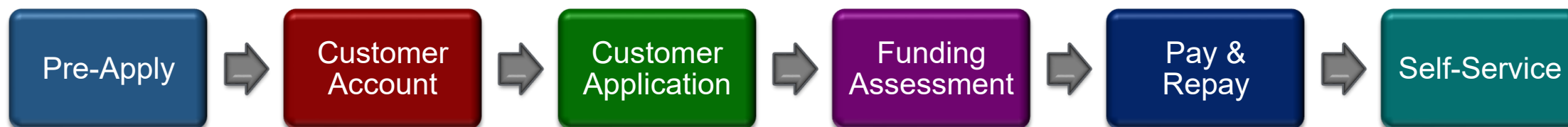
Development and design of the end-to-end customer application journey has been consistent and in line with the SLC's **overarching objectives and strategic aims** to support the wider LLE project, including:

- Deliver a student finance service that is easy to find and use, meets user needs and complies with required standards
- Solve user problems, empower customers to self-serve and encourage digital adoption
- Ensure the service will feel effortless and caters for all circumstances, helping users make decisions, apply for funding products and services and tell us of changes or exceptions all in one digital space
- Simplify administration, implement new technologies, retaining assessment outcomes for future use, removing barriers and reducing effort
- Communicate in a clear, friendly, and personalised way, using the most appropriate channels

Ultimately to deliver a great user experience that is consistent, equitable and fair, with efficient processes to pay the right people the right funding products at the right time

Application Journey – Distinct Stages and Customer Needs

When designing the application process and functionality available in LLE Personal Accounts, it was essential to identify, analyse and provide solutions to **address the various stages** of the SLC customer journey:



For each stage of the end-to-end journey, it was necessary to consider the potential actions customers would undertake, but also understand their needs in relation to **user experience and outcomes**:

Journey Stage: **Pre-Apply**

Customer hears about getting financial support through the LLE

Customer Needs

I need to become aware that I can get financial support for my studies and what study options are available to me

Customer Actions and Needs – Account and Application

Identified **customer actions and needs** at each stage of the end-to-end LLE-funding application journey:

Journey Stage: **Account and Application**

New customer registers for an LLE account
Returning customer logs into their account

LLE account is created for customer after they
have passed basic eligibility screening questions

Customer completes information required to
access their Tuition Fee Loan entitlement value

Customer enters their LLE-funded
course or module details

Customer applies for a loan
Customer applies for targeted support (DSA etc)

Customer Needs

I need to access student finance information
in one place

I need know if I can access LLE funding so that
I can continue my education journey

I need to access financial support to help further
my education

I need to easily apply for the student finance
I am entitled to

I need to be able to easily apply for any grants that
are applicable to my personal circumstances

Customer Actions and Needs – Assessment

Identified **customer actions and needs** at each stage of the end-to-end LLE-funding application journey:

Journey Stage: **Assessment**

Customer has submitted loan request application
and can check progress of assessment online

Customer has submitted targeted support application
and can check progress of assessment online

Sponsor can check progress of applications
and supply additional information if required

Customer gets the application outcome

Customer or provider has triggered
a change of circumstance

Customer Needs

I need meaningful updates on the progress
of my application without having to ask for them,
so that I feel informed

I need to be aware of any outstanding actions
so that I can complete them and avoid any
unnecessary delays

I need to know if my applications for student
finance is successful or not

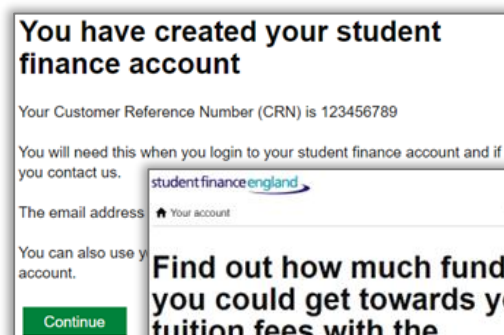
I need to know if my eligibility status or
entitlement has changed due to a change
in my circumstances

Application Journey – LLE Personal Account Pages

Students applying for LLE funding will create and have access to a **Personal Account** that will host essential details such as, loan entitlement, application status, payment schedules and study history:

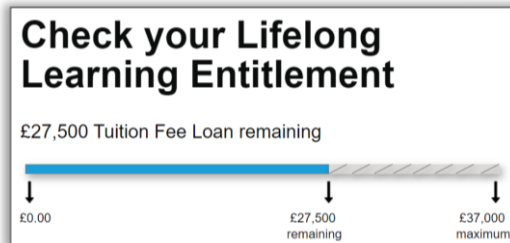
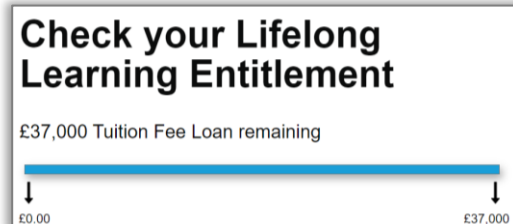
Functionality built into account and application pages will help students **make informed choices** about their learning pathway, aligned to their career or personal development aspirations, this will include:

- Details of eligible courses, credit values and fee amounts, linked to an indicative loan balance tracker
- Fixed and dynamic IAG content to support student recognition and awareness



Find out how much funding you could get towards your tuition fees with the Lifelong Learning Entitlement.

You might be able to borrow money to help pay for university or college tuition fees and to help with living costs. Use this service to get an estimate of how much you could borrow with the Lifelong Learning Entitlement.



Estimated tuition fee loan amount

You could be eligible to borrow £37,000 to pay for tuition fees

How we calculate how much funding you can get

Eligible students have a starting Tuition Fee Loan amount (maximum amount) for the [2026 to 2027] year. We use the information you've given us to calculate how much money you have left. Deductions are made based on your previous study and any other circumstances or reasons outside your control.

Qualifications you can get

You can use your Tuition Fee Loan to pay for:

- most undergraduate funded courses – for example undergraduate degrees, and Higher Technical Qualifications (HTQs)
- modules of Higher Technical Qualifications (HTQs) and from full level 6 courses which address the priority skills gaps - for example engineering, nursing or midwifery courses
- courses that were previously funded by [Advanced Learner Loan](#)
- Postgraduate Certificates in Education (PGCE)
- Postgraduate healthcare courses
- Integrated Master's degrees (a 4 year programme which awards a Master's degree on top of a Bachelor's degree)

Find out more about [what the qualification levels mean](#).

**Draft Images!
Illustration
Purposes Only!**

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The Customer Application Journey

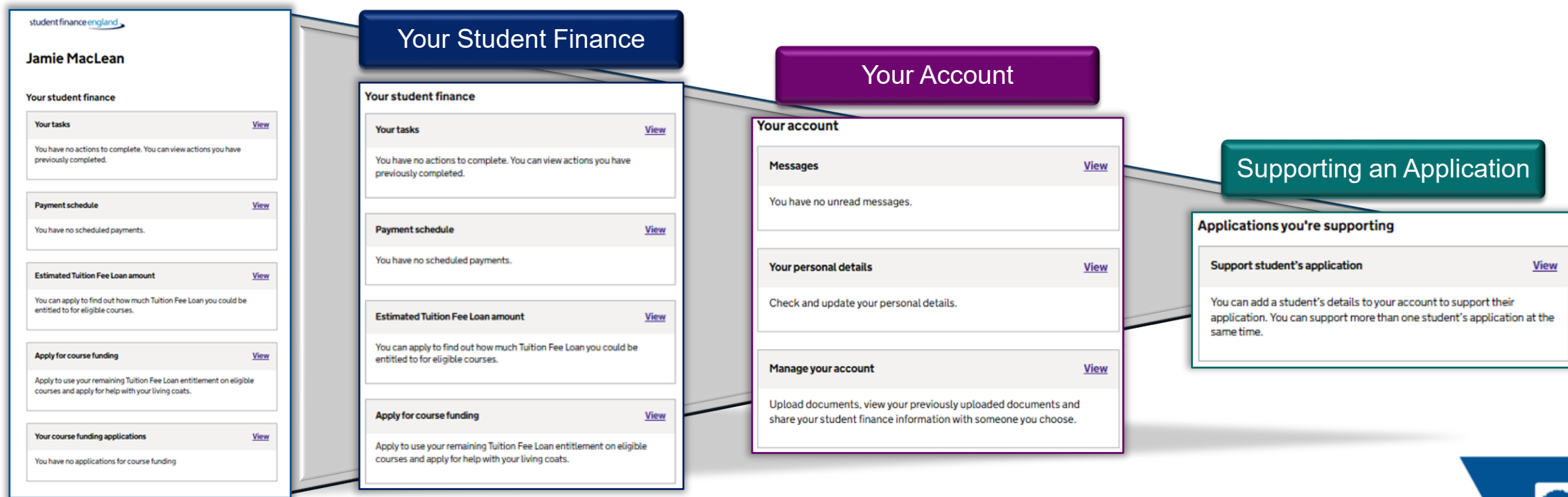
LLE Personal Account Homepage Navigation

All screenshots, content design and wording shown are subject to change!

Application Journey – Personal Account Homepage

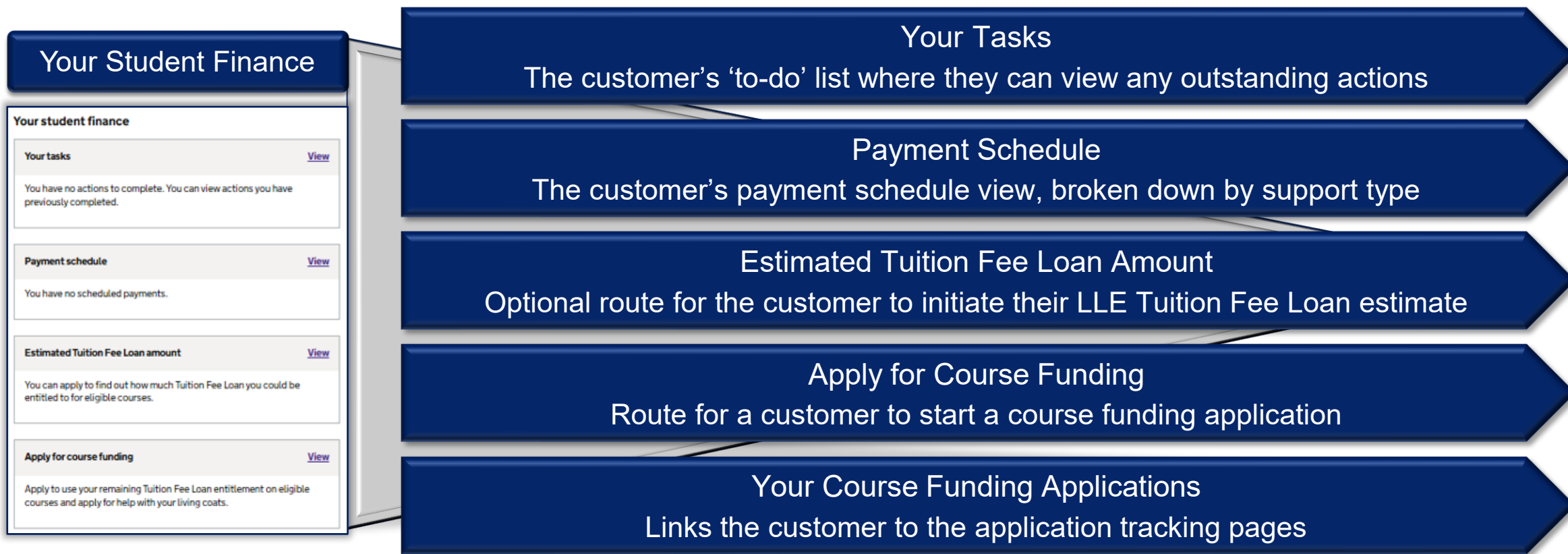
When a customer has registered or signs into their LLE Personal Account, they will land on **the homepage** and will be able to navigate from this page to other areas of their account:

- Vertically stacked cards will be displayed guiding customers through the stages of their journey from funding applications for courses to account management and supporting a student's application



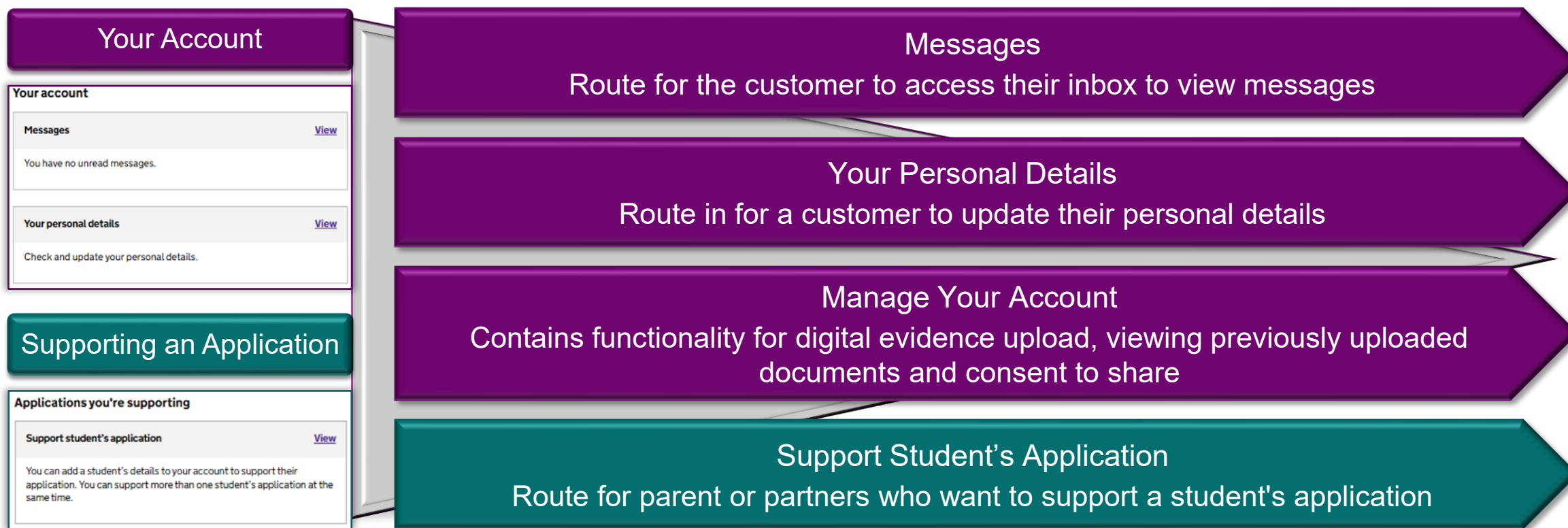
Application Journey – Account Navigation Cards 1

The cards displayed **will all contain dynamic IAG** that will update depending on where the customer is on their journey or relevant to the actions preformed or still outstanding on their account:



Application Journey – Account Navigation Cards 2

The cards displayed **will all contain dynamic IAG** that will update depending on where the customer is on their journey or relevant to the actions preformed or still outstanding on their account:



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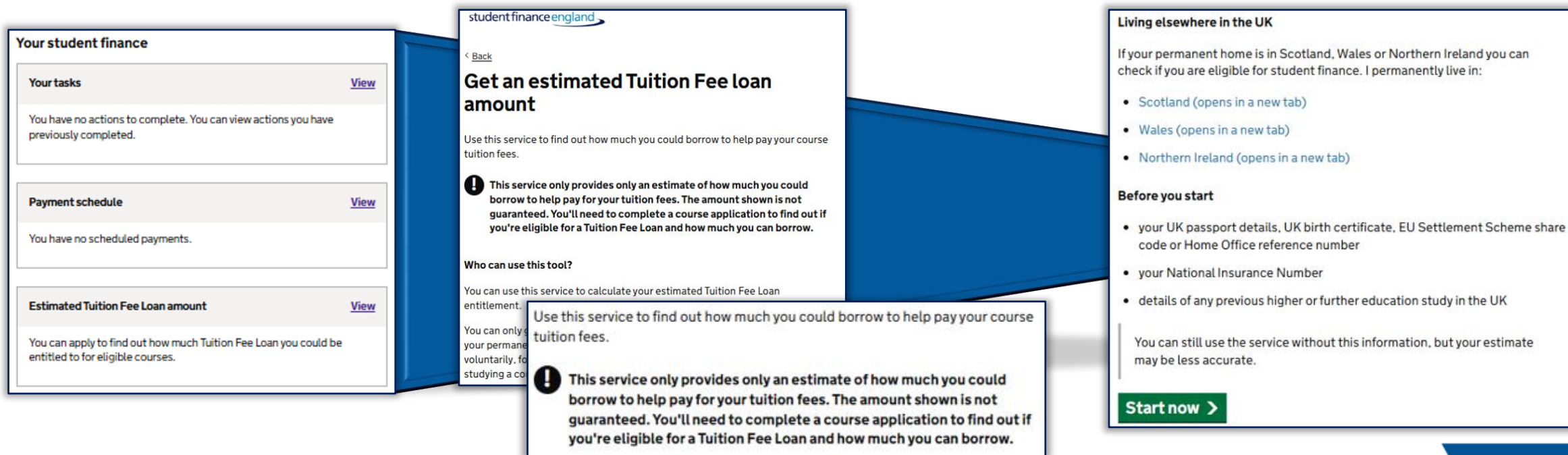
Tuition Fee Loan Entitlement Estimate

All screenshots, content design and wording shown are subject to change!

Application Journey – Tuition Fee Loan Estimate

Before submitting a full funding application for a course or module, students, particularly those with previous government fee-funded study may wish to **generate an estimate** of their LLE Tuition Fee Loan balance:

- Supporting text will advise the student of the information they need to supply and that this process will only provide an estimate of how much they can borrow, not a guaranteed amount



Tuition Fee Loan Estimate – Student Filtering Questions

The question flow in the estimator will include residency and previous study, while **initial questions will filter out** students who may not be eligible for LLE funding or who should be applying through a different service:

- The application filtering will include checks on a student's age, unfittedness, any bad debt and their course start date

Are you continuing a course that you have already started?

☐ Yes, I am continuing a course that I've already started
☐ No, I am starting a new course

Continue

When does your new course start?

☐ Before 1 January 2026
☐ After 1 January 2026
☐ I do not know yet

Continue

Your National Insurance number

We use your National Insurance number to:

- check if you've already created a student finance account
- share it with the Department for Work and Pensions to confirm that it's valid
- collect your repayments if you do decide to take out a loan

Can you provide your National Insurance number now?

It's on your National Insurance card, benefit letter, payslip or P60. For example, 'QQ 12 34 56 C'

☐ Yes, I can provide my National Insurance number now
☐ No, I do not have or do not want to give my National Insurance number now

You have not provided your National Insurance number

It might take us a bit longer to process your application.

If you cannot find your National Insurance number

You can find your National Insurance number:

- on a document you already have, for example a P60, payslip or letters about benefits
- in your personal tax account
- in the [HMRC app \(opens in a new tab\)](#)

You can [find more information \(opens in a new tab\)](#) about other ways to find your National Insurance number and how to find it online.

If you do not have a National Insurance number

If you do not already have one, you can [apply for a National Insurance number \(opens in a new tab\)](#) online.

What do you want to do now?

☐ Continue without providing my National Insurance number
☐ Go back and provide my National Insurance number

Courses eligible for this Tuition Fee Loan

From the 1 January 2026, you can apply for our new form of student finance to help pay for your tuition fees.

This can be used to fund courses and modules like:

- undergraduate degrees, like a Bachelor of Art (BA) or Bachelor of Science (BSc)
- postgraduate certificates in education (PGCE)
- integrated master's degrees (a 4-year programme that awards a master's degree on top of a bachelor's degree)
- foundation years
- all Higher Technical Courses (HTQs)
- qualifications and some technical qualifications currently funded by [advanced learner loans \(opens in a new tab\)](#)

Continue

Tuition Fee Loan Estimate – In-Application Task Screen 1

The **in-application task** follows the initial questions flow and will serve to break up the application journey:

- If a student were to save and exit the estimator after the initial questions, this is where they would land, allowing them to select the relevant title to re-enter and resume the flow (e.g. Identity and Residency)

The image displays two screenshots of the Student Finance England application interface, connected by a blue 3D arrow pointing from left to right.

Left Screenshot: Your Tuition Fee Loan estimate application

- Header: student finance **england**
- Navigation: < Back
- Title: **Your Tuition Fee Loan estimate application**
- Status: **Estimate application incomplete**
You have completed 0 of 2 sections
- Progress Bar:
 - Identity and Residency (Incomplete)
 - Previous study (Cannot Start Yet)
- Footer: My account

Right Screenshot: What's your nationality?

- Header: student finance **england**
- Navigation: < Back
- Title: **What's your nationality?**
- Text: This means your nationality as shown on your passport or travel document.
- Options (Radio buttons):
 - UK national
 - Irish citizen
 - EU national
 - None of the above
- Footer: Save and continue, Save and exit

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Tuition Fee Loan Estimate – Identity and Residency

All screenshots, content design and wording shown are subject to change!

Tuition Fee Loan Estimate – Student Residency Questions

Residency question flow and evidence requirements will be linked to the **relevant nationality** of the student:

- For example, UK national students will be asked for details of their valid UK passport for verification purposes and before continuing, they will get the opportunity to review the information provided

What's your nationality?
This means your nationality as shown on your passport or travel document.

☒ UK national
☐ Irish citizen
☐ EU national
☐ None of the above

Can you give us your UK passport details now?
We cannot accept passports that have expired.

☒ Yes
☐ No, but I'll give you them later
☐ I do not have a valid UK passport

Enter your valid UK passport details
You should enter these exactly as they are on your passport.
We'll share the passport details you give us with HM Passport Office so we can check your identity.

Surname

Given names

Passport number

Date of issue
For example 18 2022
Day Month Year

Date of expiry
For example 18 2022
Day Month Year

Check your residency details

| | | |
|---|-------------|------------------------|
| What's your nationality? | UK national | Change |
| Value of Nationality on Identity | UK national | Change |
| Can you give us your UK passport details now? | Yes | Change |
| Default Value for UK Passport | Passport | Change |
| Surname | Maclean | Change |
| Given names | Jamie | Change |
| Passport number | 123456789 | Change |
| Date of issue | 01/10/2020 | Change |
| Date of expiry | 01/10/2030 | Change |

Student Residency Questions – Group and Status

Residency question flow and evidence requirements will be linked to the **relevant nationality** of the student:

- Irish citizens, EU nationals and other non-UK national students will be asked to specify the residency group they fall into and select the residency status that applies to them

What's your nationality?

This means your nationality as shown on your passport or travel document.

- ☐ UK national
☐ Irish citizen
☒ EU national
☐ None of the above

What's your country of nationality?

Country of nationality

For example, France - FRA

What is your UK residency group?

As you're not a UK national, we need to know more about your status. Select one answer that best describes your circumstances.

- ☐ **Settled status**
 This includes settled status under the EU Settlement Scheme, settled for other reasons, indefinite leave to enter or remain as a bereaved partner or indefinite leave to enter or remain as a victim of domestic violence or abuse
- ☐ **Pre-settled status**
 This includes pre-settled status under the EU Settlement Scheme, family member of an EU national, family member of a person of Northern Ireland, family member of an Irish citizen, a child of a Swiss National or an EEA or Swiss worker, or a family member of an EEA or Swiss worker
- ☐ **Other Leave**
 This includes but is not limited to, if you've been granted refugee status, you're the family member of a UK national, you or your family member have leave under a 'Ukraine Scheme', or the Afghan Relocations and Assistance Policy (ARAP) or Afghan Citizens Resettlement Scheme (ACRS)
- ☐ None of the above

What is your UK residency status?

We need to know more about what residency status you have. Select one answer that best describes your circumstances

- ☐ Settled status under the EU Settlement Scheme
☐ Indefinite leave to enter or remain as a bereaved partner (or the child or stepchild of such a person)
☐ Indefinite leave to enter or remain as a victim of domestic violence or abuse (or the child or stepchild of such a person)
☐ Settled for other reasons
☐ None of the above

What is your UK residency status

We need to know more about what residency status you have. Select one answer that best describes your circumstances

- ☐ EU National
☐ Family Member of EU National
☐ Child of a Swiss National
☐ Family Member of Person of Northern Ireland
☐ Family member of an Irish citizen
☐ EEA or Swiss worker
☐ Family member of an EEA or Swiss worker
☐ None of the above

What is your UK residency status?

We need to know more about what residency status you have. Select one answer that best describes your circumstances

- ☐ Humanitarian Protection
☐ Ukraine schemes
☐ Stateless status
☐ Section 67
☐ Calais leave
☐ Refugee
☐ Afghan Relocations and Assistance Policy (ARAP) or Afghan Citizens Resettlement Scheme (ACRS)
☐ Family member of a UK national
☐ Family member of a Settled Person
☐ Child of a Turkish worker
☐ None of the above

Student Residency Questions – Identity and Status Evidence

In order to allow for LLE funding **eligibility assessment based on their residency status**, non-UK national students will be asked to provide details from the relevant official identity documents they hold:

- Where possible, the information taken from their proof of identity document will be used to verify the student's status via the Home Office Data Share process

We need details about your residency status

We'll check these details with the Home Office.

To prove your residency status, we'll ask:

- your full name
- which identity document you have
- your identity document number
- [the date your status was granted]
- [the date your status expires]

If you do not have this information now, back later.

What proof of your identity do you have?

To prove their residency status, we need to know what type of document you have.

▶ [What type of biometric residence document do I have?](#)

Select the document type you have:

☐ Biometric Residence Card
☐ Biometric Residence Permit
☐ UKVI Customer Number
☐ Passport
☐ European National Identity Card
☐ None of the above

Enter your valid passport details

You should enter the details exactly as they are shown on your passport.

Given names

Family names

Nationality
For example, France - FRA

Passport number
For example, 1208297A

Enter your valid UK Visas and Immigration document details

You should enter your details exactly as they appear on your UK Visas and Immigration documents.

We'll share your details with the Home Office so we can check your status.

Enter your UK Visas and Immigration details

Given names

Family names

Nationality
For example, France - FRA

UKVI customer number
For example, IX12345678

Check your residency details

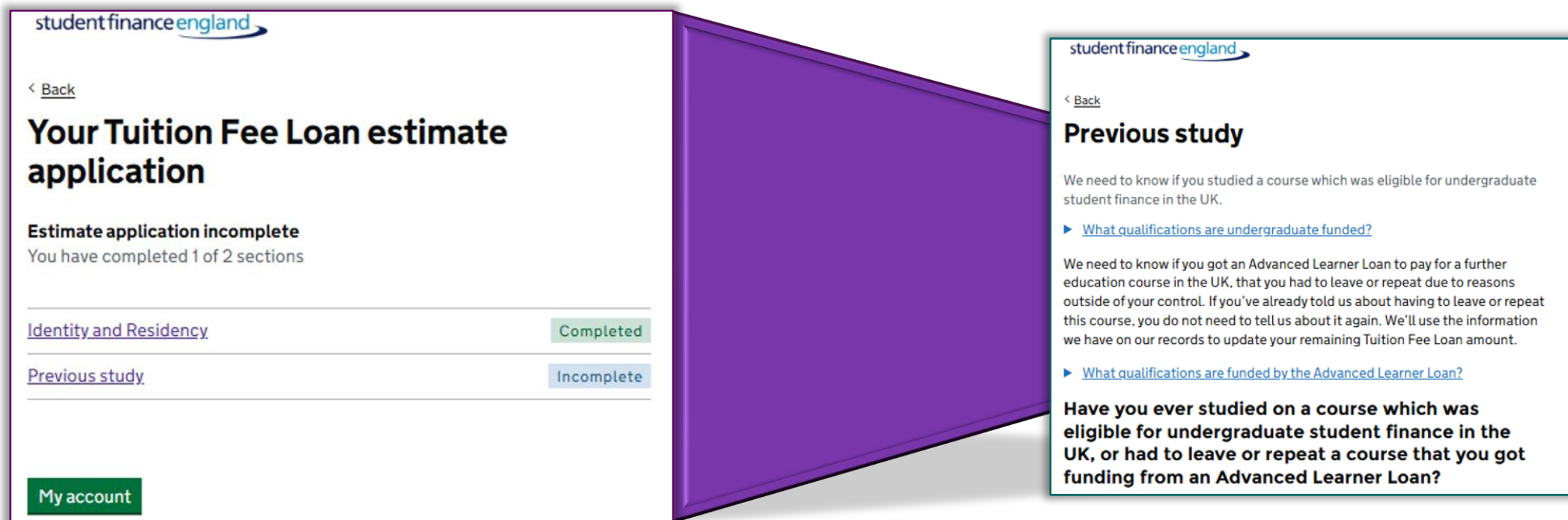
| | | |
|--|---|------------------------|
| What's your nationality? | EU national | Change |
| Value of Nationality on Identity | EU national | Change |
| Country of nationality | France - FRA | Change |
| What is your UK residency group | Settled status | Change |
| What is your UK residency status | Settled status under the EU Settlement Scheme | Change |
| Select the document type you have | Biometric residence card | Change |
| Given names | Jamie | Change |
| Family names | Maclean | Change |
| Biometric residence card number | RAX203829 | Change |

[Confirm](#)

Tuition Fee Loan Estimate – In-Application Task Screen 2

The **in-application task** follows the initial question flow and will serve to break up the application journey:

- Once the student has completed the Identity and Residency section of the Tuition Fee Loan estimate, they can progress onto the Previous Study question flow



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Tuition Fee Loan Estimate – Previous Study

All screenshots, content design and wording shown are subject to change!

Tuition Fee Loan Estimate – Previous Study Questions

To guide their estimate to the correct question flow, students will be asked to indicate if they have previously undertaken any **relevant government-funded study** they received applicable tuition fee support for:

- If there is no previous study, students can proceed to check and submit their answers

Previous study

We need to know if you studied a course which was eligible for undergraduate student finance in the UK.

► [What qualifications are undergraduate funded?](#)

We need to know if you got an Advanced Learner Loan to pay for a further education course in the UK, that you had to leave or repeat due to reasons outside of your control. If you've already told us about having to leave or repeat this course, you do not need to tell us about it again. We'll use the information we have on our records to update your remaining Tuition Fee Loan amount.

► [What qualifications are funded by the Advanced Learner Loan?](#)

Have you ever studied on a course which was eligible for undergraduate student finance in the UK, or had to leave or repeat a course that you got funding from an Advanced Learner Loan?

Select all that apply.

☐ Yes, I previously studied a course which was eligible for undergraduate student finance in the UK

☐ Yes, I had to leave or repeat a course that I got funding from an Advanced Learner Loan

or

☒ No, I did not previously study a course which was eligible for undergraduate student finance in the UK, and I have not had to leave or repeat a course that I got funding from an Advanced Learner Loan

Check your answers

Have you ever studied on a course which was eligible for undergraduate student finance in the UK, or had to leave or repeat a course that you got funding from an Advanced Learner Loan?

No, I did not previously study a course which was eligible for undergraduate student finance in the UK, and I have not had to leave or repeat a course that I got funding from an Advanced Learner Loan

[Change](#)

! I declare that the information I have provided is to the best of my knowledge and ability.

[Submit](#)

Your Tuition Fee Loan estimate application

Application complete
You have completed 2 of 2 sections

| | |
|--|-----------|
| Identity and Residency | Completed |
| Previous study | Completed |

[My account](#)

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Tuition Fee Loan Estimate – Post-2012 Previous Study

All screenshots, content design and wording shown are subject to change!

Previous Study Questions – Residual Entitlement Post-2012

If students answer yes to having undertaken relevant tuition fee funded previous study, they will be asked for additional information to allow a **Residual Entitlement Calculation** to be carried out:

- SLC will be able to verify details of relevant loan funded study undertaken after 1st September 2012

Previous study

We need to know if you studied a course which was eligible for undergraduate student finance in the UK.

► [What qualifications are undergraduate funded?](#)

We need to know if you got an Advanced Learner Loan to pay for a further education course in the UK, that you had to leave or repeat due to reasons outside of your control. If you've already told us about having to leave or repeat this course, you do not need to tell us about it again. We'll use the information we have on our records to update your remaining Tuition Fee Loan amount.

► [What qualifications are funded by the Advanced Learner Loan?](#)

Have you ever studied on a course which was eligible for undergraduate student finance in the UK, or had to leave or repeat a course that you got funding from an Advanced Learner Loan?

Select all that apply.

☒ Yes, I previously studied a course which was eligible for undergraduate student finance in the UK

☐ Yes, I had to leave or repeat a course that I got funding from an Advanced Learner Loan

or

☐ No, I did not previously study a course which was eligible for undergraduate student finance in the UK, and I have not had to leave or repeat a course that I got funding from an Advanced Learner Loan

You need to tell us about your previous study

If you studied more than one course, you'll need to tell us about each of them.

If you transferred during a course, treat this as a single bit of study with the start date being your first day on the course before transferring.

What you need to tell us about depends on when you studied your course.

► [If you did a funded course that started before 1 September 1998 anywhere in the UK](#)

► [If you did a funded course that started on or after 1 September 1998 and before 1 September 2012 anywhere in the UK](#)

[If you studied a course with a Scottish education provider that started on or after 1 September 2012, and the tuition fees were paid by the Student Awards Agency Scotland \(SAAS\)](#)

► [If you did a module of a Higher Technical Qualification \(HTQ\) funded by the Modular Acceleration Programme](#)

[If you did a course that started on or after 1 September 2012 unless you got funded by the Student Awards Agency Scotland \(SAAS\) for study in Scotland](#)

[If you did a level 4 to 6 further education course that you had to leave or repeat due to reasons outside of your control, which was funded by the Advanced Learner Loan](#)

Tell us about your previous undergraduate funded study

Previous courses

You've not added any of your previous

[Add a previous course](#)

You can only continue when you have

Course 1

What type of study was this?

☐ Any undergraduate funded study that started before 1 September 1998

☐ Any undergraduate funded study that started on or after 1 September 1998 and before 1 September 2012

☐ Study in Scotland funded by Student Awards Agency Scotland (SAAS) that started on or after 1 September 2012

☐ A module of a Higher Technical Qualification (HTQ) funded by the Modular Acceleration Programme

☐ Any other undergraduate funded study that started on or after 1 September 2012

☐ A level 4 to 6 further education course that you had to leave or repeat due to reasons outside of your control, which was funded by the Advanced Learner Loan

[Save and Continue](#) [Save and exit](#)

Post-2012 Previous Study – Compelling Personal Reasons

If a student indicates that they had to repeat a period of study, they will be asked if any of this was due to a reason outside their control, i.e. a **Compelling Personal Reason (CPR)**:

- Eligible periods of CPR impacted study will be factored into an LLE Residual Entitlement Calculation

Course 1:
Tell us about your course that started on or after 1 September 2012

You only need to tell us if your course was a full-time Honours degree course that you started after gaining one of the following qualifications:

- Certificate of Higher Education (Cert HE)
- Diploma of Higher Education (Dip HE)
- Higher National Diploma (HND)
- Higher National Certificate (HNC)
- Foundation Degree (FD)
- Advanced Certificate

▶ [What counts as immediately joining a degree course?](#)

Did you join a degree course which started on or after 1 September 2012 immediately after gaining a qualification from a previous course?

☐ Yes, I joined a degree course which started on or after 1 September immediately after gaining a qualification from a previous course

☐ No, I did not join a degree course which started on or after 1 September 2012 immediately after gaining a qualification from a previous course

Course 1:
Left or repeated study for reasons outside of your control

If you had to leave or repeat your course or module for something that was out of your control, you need to let us know. As we may be able to stop the cost of your previous course being deducted from your remaining Tuition Fee Loan balance.

You might be entitled to this if you experienced any of the following examples:

- mental health issues
- illness
- bereavement
- pregnancy
- a caring responsibility
- closure of your Higher Education Provider

This is not an exhaustive list. Your reason for not completing your course will be reviewed on a case by case basis.

There are some reasons why you may have left or repeated your studies which will not stop the cost of your previous course being deducted from your remaining Tuition Fee Loan balance. These include:

- experiencing financial hardship
- not liking your course
- leaving or suspending a course that was non-UK government funded

Do you want to tell us about study you left or repeated for reasons outside of your control during your Maths course at Manchester Uni?

☒ Yes

☐ No

Course 1:
How many years did you leave or repeat for reasons outside of your control?

Round up to the nearest year, for course, then left after 3 months.

Number of years

1

Course 1:
Tell us why you left or repeated your studies

Tell us why you were not able to study and the effect this had on your education.

You should include:

- the course name
- the university or college name
- which years were impacted
- any key dates

We'll review this and we might get in touch with you for more information.

Tst

You have 597 characters remaining

Post-2012 Previous Study – Correct Flow and Summary

If a student indicates they joined a degree course which started on or after 1st September 2012 immediately after gaining a qualification from a previous course, they will be **directed to the 1998-2012 question flow**:

- Once all relevant previous study details have been accurately provided, students will be able to check their answers before submitting them to initiate their LLE Tuition Fee Loan balance estimate

Course 1:

Tell us about your course that started on or after 1 September 2012

You only need to tell us if your course was a full-time Honours degree course that you started after gaining one of the following qualifications:

- Certificate of Higher Education (Cert HE)
- Diploma of Higher Education (Dip HE)
- Higher National Diploma (HND)
- Higher National Certificate (HNC)
- Foundation Degree (FD)
- Advanced Certificate

▶ [What counts as immediately joining a degree course?](#)

Did you join a degree course which started on or after 1 September 2012 immediately after gaining a qualification from a previous course?

☐ Yes, I joined a degree course which started on or after 1 September immediately after gaining a qualification from a previous course

☐ No, I did not join a degree course which started on or after 1 September 2012 immediately after gaining a qualification from a previous course

Did you join a degree course which started on or after 1 September 2012 immediately after gaining a qualification from a previous course?

☒ Yes, I joined a degree course which started on or after 1 September immediately after gaining a qualification from a previous course

☐ No, I did not join a degree course which started on or after 1 September 2012 immediately after gaining a qualification from a previous course

Selecting this option would direct the student to the **1998-2012** question flow

This allows for capture of end-on/top-up study for a course starting prior to 2012

Check your answers

| | | |
|---|--|------------------------|
| What type of study was this? | Any other undergraduate funded study that started on or after 1 September 2012 | Change |
| Did you join a degree course which started on or after 1 September 2012 immediately after gaining a qualification from a previous course? | No, I did not join a degree course which started on or after 1 September 2012 immediately after gaining a qualification from a previous course | Change |
| Left or repeated study for reasons outside of your control? | Yes | Change |
| How many years did you leave or repeat for reasons outside of your control? | 1 | Change |
| Tell us why you left or repeated your studies | Tst | Change |

i I declare that the information I have provided is to the best of my knowledge and ability.

The Lifelong Learning Entitlement

The Customer Application Journey

Tuition Fee Loan Estimate – Pre-2012 Previous Study

All screenshots, content design and wording shown are subject to change!

Previous Study Questions – Residual Entitlement Pre-2012

If students answer yes to having undertaken relevant previous tuition fee funded study, they will be asked for additional information to allow a **Residual Entitlement Calculation** to be carried out:

- Students will be required to self-declare the details of any relevant tuition fee funded previous study undertaken before 1st September 2012

Previous study

We need to know if you studied a course which was eligible for undergraduate student finance in the UK.

▶ [What qualifications are undergraduate funded?](#)

We need to know if you got an Advanced Learner Loan (ALL) to fund your education course in the UK, that was outside of your control. If you've got an ALL for this course, you do not need to tell us about it as we have on our records to update it.

▶ [What qualifications are funded by the Student Awards Agency Scotland \(SAAS\)?](#)

Have you ever studied eligible for undergraduate student finance in the UK, or had to leave or repeat a course due to reasons outside of your control, which was funded by the Advanced Learner Loan?

Select all that apply.

☒ Yes, I previously studied a course which was eligible for undergraduate student finance in the UK.

☐ Yes, I had to leave or repeat a course due to reasons outside of your control, which was funded by the Advanced Learner Loan.

or

☐ No, I did not previously study a course which was eligible for undergraduate student finance in the UK, or had to leave or repeat a course due to reasons outside of your control, which was funded by the Advanced Learner Loan.

You need to tell us about your previous study

If you studied more than one course, you'll need to tell us about each of them.

If you transferred during a course, treat this as a single bit of study with the start date being your first day on the course before transferring.

What you need to tell us about depends on when you studied your course.

▶ [If you did a funded course that started before 1 September 1998 anywhere in the UK](#)

▶ [If you did a funded course that started on or after 1 September 1998 and before 1 September 2012 anywhere in the UK](#)

▶ [If you studied a course with a Scottish education provider that started on or after 1 September 2012, and the tuition fees were paid by the Student Awards Agency Scotland \(SAAS\)](#)

▶ [If you did a module of a Higher Technical Qualification \(HTQ\) funded by the Modular Acceleration Programme](#)

▶ [If you did a course that started on or after 1 September 2012 unless you got funded by the Student Awards Agency Scotland \(SAAS\) for study in Scotland](#)

▶ [If you did a level 4 to 6 further education course that you had to leave or repeat due to reasons outside of your control, which was funded by the Advanced Learner Loan](#)

Tell us about your previous undergraduate funded study

Previous courses

You've not added any previous courses yet.

[Add a previous course](#)

You can only add up to 5 previous courses.

Course 1

What type of study was this?

☐ Any undergraduate funded study that started before 1 September 1998

☐ Any undergraduate funded study that started on or after 1 September 1998 and before 1 September 2012

☐ Study in Scotland funded by Student Awards Agency Scotland (SAAS) that started on or after 1 September 2012

☐ A module of a Higher Technical Qualification (HTQ) funded by the Modular Acceleration Programme

☐ Any other undergraduate funded study that started on or after 1 September 2012

☐ A level 4 to 6 further education course that you had to leave or repeat due to reasons outside of your control, which was funded by the Advanced Learner Loan

Course 1:

Tell us if you paid any tuition fees

If your course provider charged you any tuition fees for attending your course, we need to know if you self funded the cost. This includes if you paid for all of your fees, or just some of them.

This also includes if someone else paid on your behalf, such as a family member or an employer.

Tell us if you paid any tuition fees

☐ Yes, I paid my tuition fees myself

☐ No, I did not pay for my tuition fees myself

[Save and continue](#) [Save and exit](#)

Self-Declared Previous Study – Pre-1998 Example

Self-declared pre-2012 study **falls into two categories**, if it was undertaken before 1st September 1998 and if it was undertaken on or after 1st September 1998 and before 1st September 2012:

- Students will be asked if they paid any tuition fees for the previous study, the name of the course and the provider, the duration of the course and if was undertaken on a full-time or part-time basis

The image shows three overlapping screenshots of the SLC self-declared previous study form. The first screenshot (left) is titled 'Course 1: Tell us if you paid any tuition fees' and includes a 'Save and continue' button. The second screenshot (middle) is titled 'Course 1: What was the name of your course, and where did you study?' and includes a 'Save and exit' button. The third screenshot (right) is titled 'Course 1: Was your Maths course at Manchester Uni full time or part time?' and includes a 'Save and continue' button.

Course 1: Tell us if you paid any tuition fees

If your course provider charged you any tuition fees for attending your course, we need to know if you self funded the cost. This includes if you paid for all of your fees, or just some of them.

This also includes if someone else paid on your behalf, or an employer.

Tell us if you paid any tuition fees

☐ Yes, I paid my tuition fees myself

☐ No, I did not pay for my tuition fees myself

Save and continue **Save and exit**

Course 1: What was the name of your course, and where did you study?

The information you give us will be on:

- your application
- your Tuition Fee Loan estimate results page
- any communications we send to you

So if it's not completely accurate that's okay. It is only for us to refer back to your previous study when communicating with you.

Course name

University or college name

Course 1: Years of study

Tell us about all the years that you attended your course including any:

- years you repeated
- time that you studied abroad or spent on a placement, for example, in a hospital or school
- years you started but did not complete

If you transferred during a course, treat this as a single bit of study with the start date being your first day on the course before transferring.

Round up to the nearest year. For example, if you studied for one year, repeated that year then continued on the course for another 3 months, round up to 3 years.

How many years did you study Maths at Manchester Uni?

Years

Course 1: Was your Maths course at Manchester Uni full time or part time?

If you studied both full time and part time during an academic year, this would be counted as a part time study year.

Select all that apply.

☐ Full time

☐ Part time

Save and continue **Save and exit**

Self-Declared Previous Study – Placements and Study Abroad

If students state their previous course was undertaken on a full-time or part-time and full-time basis, they will be asked if it included any **placements**, periods of **study abroad** or on an **Erasmus Scheme** placement:

- Supporting notes will inform students how to correctly enter the details and duration of any relevant placements or study abroad periods

Course 1: Placement years

We need to know if you did any years on a work placement, such as in a hospital, and as a result spent:

- less than a total of 10 weeks of the academic year studying at your provider in the UK
- a total of more than 30 weeks of your entire course

You do not need to tell us about a placement year if:

- an Initial Teacher Training (ITT) course
- an Erasmus year

Did you do any placement years during Manchester Uni?

- ☐ Yes, I did work placement years
- ☐ No, I did not do any work placement years

Course 1: How many placement years did you do during your Maths at Manchester Uni?

If you spent a total of more than 30 weeks of your entire course attending placements, enter 1 year.

Number of years

Course 1: Study abroad and Erasmus

We need to know about any academic years of your full-time course where you studied abroad, or attended a study or work placement abroad as part of the Erasmus programme.

You need to tell us if you studied abroad at an overseas provider and as a result spent either:

- less than a total of 10 weeks of an academic year studying in the UK
- a total of more than 30 weeks of your entire course

If your UK provider was in Northern Ireland and your study abroad was part of the Erasmus programme, only tell us if an academic year was abroad.

Study abroad and Erasmus

- ☐ Yes, I studied abroad
- ☐ No, I did not study abroad

Course 1: How many years did you study abroad during your Maths at Manchester Uni?

Include any years you studied through the Erasmus programme, including any time you spent on a related work placement.

Round up to the nearest year, for example if you studied for one year and 3 months, round up to 2 years.

Number of years

Self-Declared Previous Study – Compelling Personal Reasons

If the student declares that they had to repeat a period of study, they will be asked if any of this was due to a reason outside their control, i.e. a **Compelling Personal Reason (CPR)**:

- Students will be prompted to describe how their studies were affected and enter the duration of any CPR impacted study for any standard years, placements or study abroad periods as necessary

Course 1:
Left or repeated study for reasons outside of your control

If you had to leave or repeat your course or module for something that was out of your control, you need to let us know. As we may be able to stop the cost of your previous course being deducted from your remaining Tuition Fee Loan balance.

You might be entitled to this if you experienced any of the following examples:

- mental health issues
- illness
- bereavement
- pregnancy
- a caring responsibility
- closure of your Higher Education

This is not an exhaustive list. Your reason will be reviewed on a case by case basis.

There are some reasons why you may have left or repeated your studies which will not stop the cost of your previous course being deducted from your remaining Tuition Fee Loan balance. These include:

- experiencing financial hardship
- not liking your course
- leaving or suspending a course that was non-UK government funded

Do you want to tell us about study you left or repeated for reasons outside of your control during your Maths course at Manchester Uni?

☐ Yes

☐ No

Course 1:
Did you leave or repeat a placement year for reasons outside of your control?

A placement year means you spent most of your time (over 30 weeks) on a placement like in a hospital or in a school.

☒ Yes

☐ No

Course 1:
Tell us if you left or repeated a study abroad year for reasons outside of your control

This includes any years of your full-time course where you studied abroad, or attended a study or work placement abroad as a part of Erasmus programme and as a result spent either:

- less than a total of 10 weeks of an academic year studying at your provider in the UK
- a total of more than 30 weeks of your entire course studying abroad

If your UK provider was in Northern Ireland and your study or work placement abroad was part of the Erasmus programme, only tell us about it if your entire academic year was abroad.

Did you leave or repeat a study abroad year for reasons outside of your control?

☐ Yes

☐ No

Course 1:
Tell us why you left or repeated your studies

Tell us why you were not able to study and the effect this had on your education.

You should include:

- the course name
- the university or college name
- which years were impacted
- any key dates

We'll review this and we might get in touch with you for more information.

You have 600 characters remaining

Self-Declared Previous Study – Summary and Confirm

Once **all relevant previous study details** have been entered, a student will be able to review the answers and make any necessary changes before confirming them to initiate their LLE Tuition Fee Loan estimate:

- Students will need to confirm that all the information declared is correct and accurate to the best of their knowledge and ability

Check your answers

| | | |
|---|---|------------------------|
| What type of study was this? | Any undergraduate funded study that started before 1 September 1998 | Change |
| Tell us if you paid any tuition fees | No, I did not pay for my tuition fees myself | Change |
| Course name | Maths | Change |
| University or college name | Manchester Uni | Change |
| How many years did you study Maths at Manchester Uni? | 3 | Change |
| Was your Maths course at Manchester Uni full time or part time? | Full time | Change |

| | | |
|---|-----|------------------------|
| Study abroad and Erasmus | Yes | Change |
| How many years did you study abroad during your Maths course at Manchester Uni? | 1 | Change |
| Did you do any placement years during your Maths course at Manchester Uni? | Yes | Change |
| How many placement years did you do during your Maths course at Manchester Uni? | 1 | Change |
| Left or repeated study for reasons outside of your control | Yes | Change |
| How many years did you leave or repeat for reasons outside of your control? | 1 | Change |

| | | |
|--|-----|------------------------|
| Did you leave or repeat a study abroad year for reasons outside of your control? | Yes | Change |
| How many study abroad years did you leave or repeat for reasons outside of your control? | 1 | Change |
| Did you leave or repeat a placement year outside of your control? | Yes | Change |
| How many placement years did you leave or repeat for reasons outside of your control? | 1 | Change |

Tell us why you left or repeated your studies

Tst

[Change](#)

! I declare that the information I have provided is to the best of my knowledge and ability.

[Confirm](#) [Save and exit](#)

The Lifelong Learning Entitlement

The Customer Application Journey

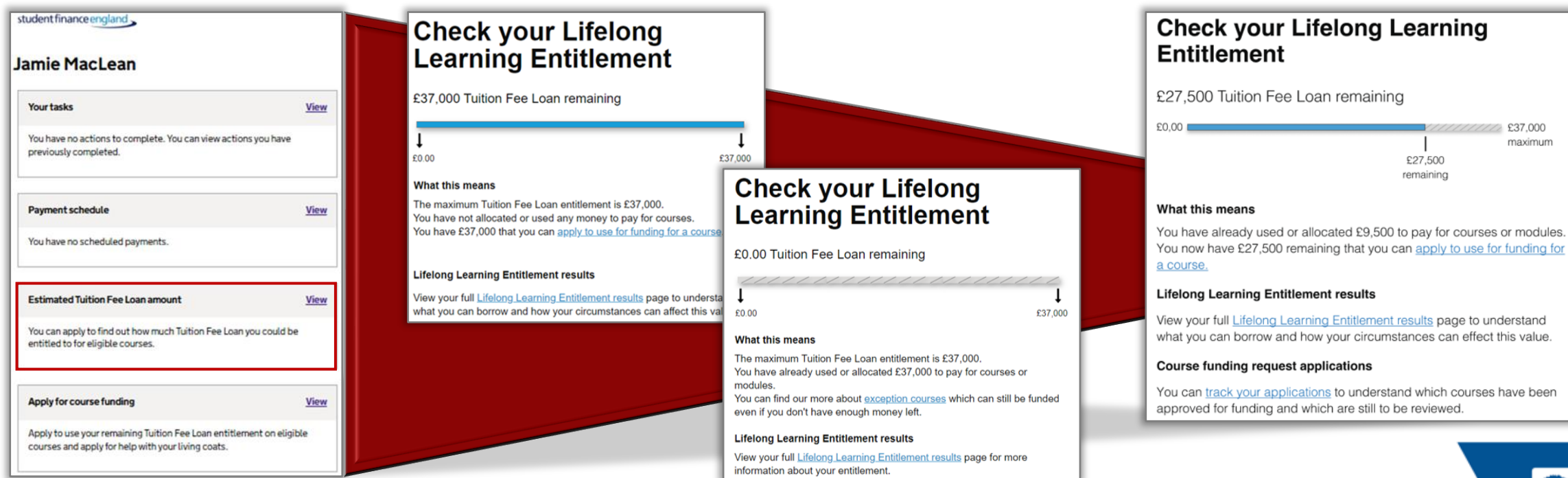
Tuition Fee Loan Estimate – Balance Display

All screenshots, content design and wording shown are subject to change!

Tuition Fee Loan Estimate – Viewing a Loan Balance

When a student's Tuition Fee Loan estimate is calculated, they will be able to **access the results screens** via the same card from their Personal Account homepage used to create the application:

- The quick view will present a student's Tuition Fee Loan balance and supporting information related to their entitlement, understanding how much they can borrow and tracking course funding applications



Tuition Fee Loan Balance – Detailed Results Page

The **detailed results page** will provide a complete breakdown of how their LLE Tuition Fee Loan balance has been assessed, including the calculation used to apply any deductions to their entitlement:

- When a student's previous study details are retrieved from SLC system-held data or are self-declared, the relevant information will display in the appropriate section of the page to explain the deductions

Estimated tuition fee loan amount

You could be eligible to borrow £37,000 to pay for tuition fees

How we calculate how much funding you can get

Eligible students have a starting Tuition Fee Loan amount of [LLE maximum amount] for the [2026 to 2027] year. We use the information you've gave us to calculate how much money you have left to use. Deductions are made based on your previous study and funding can be returned if you had to leave or repeat your study in exceptional circumstances or reasons outside your control.

Check out our calculation table to see how we've worked out your Tuition Fee Loan result.

| Funding | Starting amount |
|------------------------------------|-------------------------|
| Maximum Tuition Fee Loan available | [LLE maximum amount] |
| Previous study | Calculation |
| No previous study | - £0 |
| Your remaining funding | Estimated amount |
| Tuition fee loan estimate | £37,000 |

You have £0 of Tuition Fee Loan left to use

How we calculate how much funding you can get

Eligible students have a starting Tuition Fee Loan amount of [LLE maximum amount] for the [2026 to 2027] year. We use the information you've gave us to calculate how much money you have left to use. Deductions are made based on your previous study and funding can be returned if you had to leave or repeat your study in exceptional circumstances or reasons outside your control.

The amount that we deduct for your previous study may not be the same amount that you paid at the time. Where relevant we've brought the previous cost of your study up to the modern day equivalent cost to make it proportionate to today's fees and the amount you can borrow.

Check out our calculation table to see how we've worked out your Tuition Fee Loan result.

| Funding | Starting amount |
|---|----------------------|
| Maximum Tuition Fee Loan available | [LLE maximum amount] |
| Previous study for courses that started on or after 1 September 1998 and before 1 September 2012 | Calculation |
| [Course name] at [HEP] | |
| Previous funding for [4] full-time years | - £[37,000] |

Accessing your funding

Your result is an estimated amount based on the information you've told us and what we have on our records. This result does not guarantee you can get this funding.

We'll confirm exactly how much you can get to pay your course fees once you have completed a course application and agreed to our terms and conditions for taking out and repaying a loan.

Whether you can get this funding depends on your:

- course details
- university or college
- age
- previous
- national

Find out more

Qualifications you can get

You can use your Tuition Fee Loan to pay for:

- most undergraduate funded courses – for example undergraduate degrees, and Higher Technical Qualifications (HTQs)
- modules of Higher Technical Qualifications (HTQs) and from full level 6 courses which address the priority skills gaps - for example engineering, nursing or midwifery courses
- courses that were previously funded by [Advanced Learner Loan](#)
- Postgraduate Certificates in Education (PGCE)
- Postgraduate healthcare courses
- Integrated Master's degrees (a 4 year programme which awards a Master's degree on top of a Bachelor's degree)

Find out more about [what the qualification levels mean](#).

If you do not have enough funding left to complete a course

If you do not have enough funding left to complete your course, then you will need to self-fund the rest of your studies.

There are some priority courses that you can get full funding for even if you do not have any remaining Tuition Fee Loan left. These include initial teacher training courses and certain healthcare courses, for example medicine degrees.

[Read more about priority courses and the funding available on GOV.UK](#).

Funding for specialist study years

Depending on which course you choose, you could get some extra Tuition Fee Loan if your remaining amount doesn't fully cover the cost of your course. You may be able to borrow more than your remaining Tuition Fee Loan amount if your course has a:

- study abroad period
- placement period
- Turing period
- a foundation year

You could also be able to borrow more than your remaining Tuition Fee Loan amount if you're studying a course:

- that leads to qualification as a vet or as an architect
- in Scotland that is at least five years long

Find out more about [funding for specialist study years](#).

Tuition Fee Loan Balance – Detailed Results Guidance

A student's detailed entitlement page will provide them with **essential guidance** needed to understand their loan balance including the funding available to them and how to access it to undertake eligible courses:

You could be eligible to borrow £37,000 to pay for tuition fees

How we calculate how much funding you can get

Eligible students have a starting Tuition Fee Loan amount of [LLE maximum amount] for the [2026 to 2027] year. We use the information you've gave us to calculate how much money you have left to use. Deductions are made based on your previous study and funding can be returned if you had to leave or repeat your study in exceptional circumstances or reasons outside your control.

Check out our calculation table to see how we've worked out your Tuition Fee Loan result.

| Funding | Starting amount |
|------------------------------------|----------------------|
| Maximum Tuition Fee Loan available | [LLE maximum amount] |
| Previous study | |
| No previous study | - £0 |
| Your remaining funding | |
| Tuition fee loan estimate | £37,000 |

We last updated your estimate at [1pm] on [6 December 2026]. We'll show any recent changes you've made to your applications in the next update.

How SLC calculate how much funding you can get
IAG on loan amount available, previous study deductions and entitlement changes

Accessing your funding
Guidance on eligibility not guaranteed until course application is received and assessed

Qualifications you can get
Guidance on courses and qualifications eligible for LLE funding

If you do not have enough funding left to complete a course
Guidance on Priority Additional Entitlement courses, such as Nursing

Funding for Specialist Years
Guidance on Special Additional Entitlement periods, such as a Foundation Year

The Lifelong Learning Entitlement

The Customer Application Journey

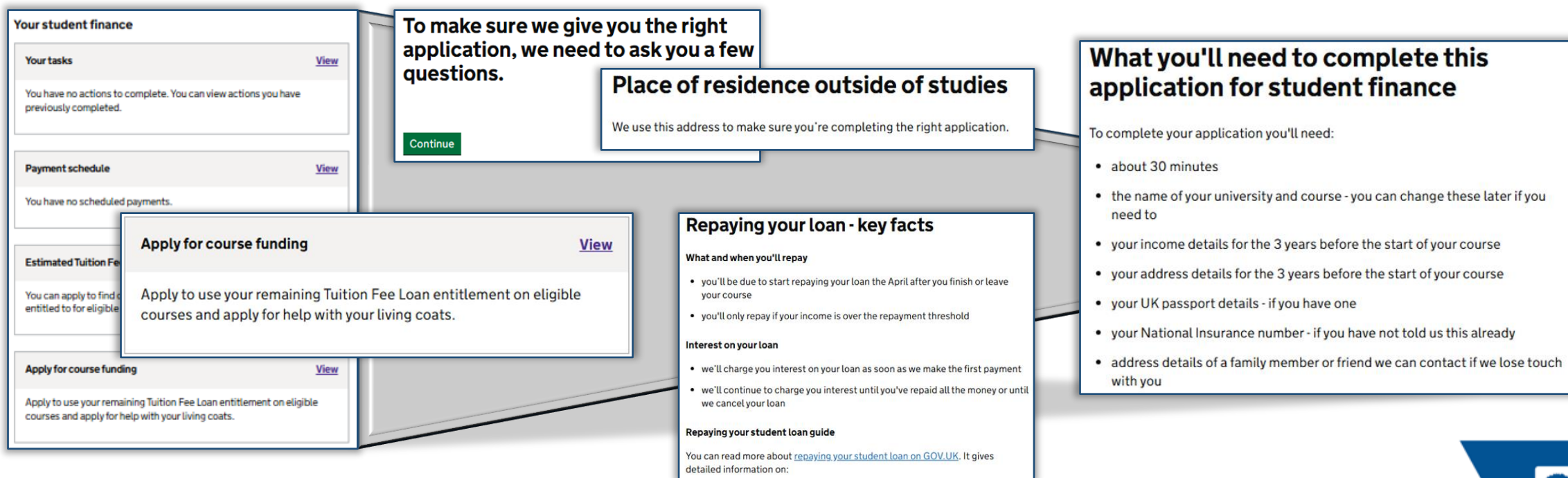
Course Selection and Funding Application Tasks

All screenshots, content design and wording shown are subject to change!

Apply for Course Funding – Preamble and Task-List

To access the loan application process screens from their online account, students should click on the **Apply for Course Funding** card and navigate through the initial preamble section:

- Preamble screen content will include establishing a student's place of residence, key facts on repayment, data handling policies and summarise what a student will need to complete their application



Apply for Course Funding – Task-List Stages and Actions

When students first access the course funding application process, they will be **presented with a Task-List**, which highlights required actions and will build up based on answers given in previous tasks/sections:

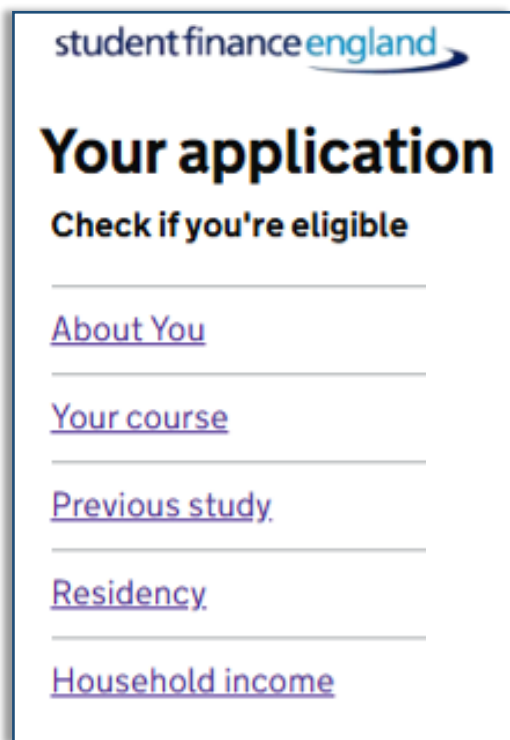
- Students can't move on to the next task until the previous is completed

The image displays three overlapping screenshots of the 'student finance england' application interface, illustrating a task list where all steps have been completed. The interface is titled 'Your application for student finance' and includes a 'Check if you're eligible' section. The task list is organized into several categories, each with a list of actions and their completion status.

| Category | Action | Status |
|--------------------------------|------------------------------|-----------|
| Check if you're eligible | About You | Completed |
| | Your course | Completed |
| | Previous study | Completed |
| | Residency | Completed |
| | Household income | Completed |
| Apply for student loans | Tuition Fee Loan | Completed |
| | Maintenance Loan | Completed |
| Apply for grants or allowances | Disabled Students' Allowance | Completed |
| Additional information | Sponsor details | Completed |
| | Additional contact | Completed |
| | Bank details | Completed |
| | National insurance number | Completed |

Apply for Course Funding – Task-List Summary 1

When students first access the course funding application process, they will be **presented with a Task-List**, which will highlight required actions and builds up based on answers given in previous tasks/sections:



studentfinanceengland

Your application

Check if you're eligible

- [About You](#)
- [Your course](#)
- [Previous study](#)
- [Residency](#)
- [Household income](#)

About You

A student's circumstances, including relationship status, dependency and introduce DSA

Your Course

Selection of courses or modules, including provider details, study mode and credit value

Previous Study

Declaration of any relevant previous study if not already held or captured

Residency

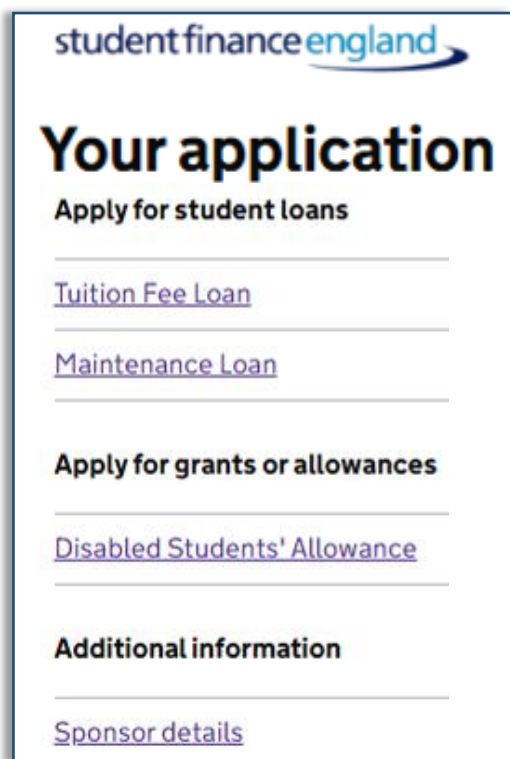
Request for residency status and identity evidence to establish or re-confirm eligibility

Household Income

Details of any relevant income received by the student that needs to be assessed

Apply for Course Funding – Task-List Summary 2

When students first access the course funding application process, they will be **presented with a Task-List**, which will highlight required actions and builds up based on answers given in previous tasks/sections:



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Your application

Apply for student loans

[Tuition Fee Loan](#)

[Maintenance Loan](#)

Apply for grants or allowances

[Disabled Students' Allowance](#)

Additional information

[Sponsor details](#)

Tuition Fee Loan

Tuition Fee Loan support application, matched to selected courses or modules

Maintenance Loan

Maintenance Loan application trigger for eligible students, including amount request

Grants and Allowances

Tasks and information relating to any DSA or GFD applications as appropriate

Additional Information

Required information, including additional contact, bank details and National Insurance

Sponsor Details

Details on the sponsors (parent/s or partner) who will support the student's application

The Lifelong Learning Entitlement

The Customer Application Journey

Course Funding Task Summary 1 – Checking Eligibility

All screenshots, content design and wording shown are subject to change!

Apply for Course Funding – Eligibility Task Summary

Each course funding task will ask the questions and capture the information **required to accurately assess** a students eligibly for LLE funding and ensure they are accessing the right products at the right levels:

About You

Care experience

We need to know if you're a care leaver, or if you're currently in foster care.

This means from months, you have:

- not been under the age of 18
- been in custody
- been given a care order

Will you have care of a person under the age of 18 on the first day of the academic year?

[Why we need to know about dependent children](#)

This means a person under the age of 18 who depends on you financially.

Disabilities or conditions that may affect your studies

We want to make sure all students get the right support they're entitled to. To do this, we'll check if you can get Disabled Students' Allowance (DSA).

To get DSA you must have one of the following disabilities or conditions:

- a specific learning difficulty, for example ADHD or dyslexia
- a mental health condition, for example depression or schizophrenia
- a physical disability, for example you use a wheelchair, walking-aid or specialist keyboard

Your Course

Studying a course or module

We need to know which one you plan on studying as it helps us calculate your student finance.

If you plan on studying multiple modules, you'll need to apply for each one.

Difference between course and module

A module is a single unit of study.

What's the name of your university or college?

We need the name of your top choice for university or college. You can change this later if you need to.

To find courses at Cambridge University, search for the name of your college. For example, search for Trinity College.

Planned credits for this course

Your course is worth 120 credits.

We need to know the number of credits you will study in your first year. The amount of student finance, you can get depends on the number of credits you'll be studying.

You can get funding for a maximum of 180 credits in any 12-month period.

If you're unsure how many credits you'll be studying, contact your university or college.

Previous Study and Residency

Previous study

We need to know if you studied a course which was eligible for undergraduate student finance in the UK.

[What qualifications are undergraduate funded?](#)

We need to know if you got an Advanced Learner Loan to pay for a further education course in the UK, that you had to leave or repeat due to reasons outside of your control.

Have you ever studied on a course which was eligible for undergraduate student finance in the UK, or had to leave or repeat a course that you got funding from an Advanced Learner Loan?

[What qualifications are undergraduate funded?](#)

What is your UK residency status?

We need to know more about what residency status you have. Select one answer that best describes your circumstances.

☐ Settled status under the EU Settlement Scheme

☐ Indefinite leave to enter or remain as a beneficiary of the EU Settlement Scheme (or the child or stepchild of such a person)

☐ Indefinite leave to enter or remain as a victim of modern slavery (or the child or stepchild of such a person)

☐ Settled for other reasons

☐ None of the above

We need details about your residency status

We'll check these details with the Home Office.

To prove your residency status, we'll ask:

- your full name
- which identity document you have
- your identity document number
- [the date your status was granted]
- [the date your status expires]

Household Income

Checking your household income

You might be eligible for extra financial support to cover living costs if you allow us to check your household income.

This extra financial support can include:

- a higher Maintenance Loan
- grants such as Childcare Grant, Adult Learning Grant
- income-assessed bursaries provided by your university or college

Your income information

We need to ask you some questions, as you're wanting us to check your household income, this is to check if you can get extra financial support.

We'll ask you about:

- your employment
- any pension you're paying into
- any other income you're expecting to receive

Will you be employed while studying during the course year 1 August 2025 till 31 July 2026

Do not include any part-time work in a shop etc.

☐ Yes

☒ No

Your income from other sources

We need to know if you will get income from other sources during the course year.

What other sources of income includes:

- interest from savings or investments (do not include any interest from ISAs)
- money from renting out property
- pensions
- trusts or scholarships

The Lifelong Learning Entitlement

The Customer Application Journey

Course Funding Application – Your Course Section

All screenshots, content design and wording shown are subject to change!

Apply for Course Funding – Your Course Section

In keeping with the flexible study options available under the LLE, students **can add multiple courses** to a single application (up to 180 credits worth, which is the fundable limit in a single service year):

- Design work is on-going to refine this question flow to incorporate credits for special periods, adding tuition fee amounts per course and capturing periods of repeat study for example

Course or modules you plan to study

You need to tell us about the course or module you plan to study. We'll use this information to calculate the number of credits for you.

If you're studying more than one course or module, add each one individually to your application.

Credits

Your university or college will assign a number of credits to each course or module. We will use this information to work out how much financial support you can get.

You can get financial support for your tuition fees, for up to 180 credits within a 12-month period.

We do not provide the full course or module.

For example,

You're already getting funding for modules worth 150 credits.

You plan to study another module worth 60 credits in the same 12 month period.

You will not get funding for the 60 credit module because you'll have studied a total of 210 credits.

Studying a course or module

We need to know which one you plan on studying as it helps us calculate your student finance.

If you plan on studying multiple modules, you can add these later in your application.

Difference between course and module

A module is a single unit of study focused on a specific topic.

A course is a full program of study that leads to a qualification, like a degree. It covers a broad subject made up of different modules. You'll need to complete all modules in a course before gaining a qualification.

Will you be studying a course or module?

- ☒ I will be studying a course
- ☐ I will be studying a module

Will you be studying full time or part time?

- ☒ Full time
- ☐ Part time

What's the name of your university or college?

We need the name of your top choice for university or college. You can change this later if you need to.

! To find courses at Cambridge University, search for the name of your college. For example, search for Trinity College.

University or college name

For example, University of Leeds

What's the name of your course?

Give us the name of your first choice of course. You can change it later if you need to.

Course name

For example, Mathematics MSc

Your Course Section – Course Year Selection

If a student **selects a valid course year**, they can proceed with the course flow, however, if a year selected is not eligible for LLE, for example direct entry into a second year, they will not be able to continue:

- In this instance, IAG messages will be shown telling the student they may be able to get HE Student Finance instead and can either cancel this application or remove the course they are trying to add

Which year of your course is this application for?

☒ First year
☐ Second year

Check your answers

| | | |
|--|---------------------------------|------------------------|
| Will you be studying a course or module? | Course | Change |
| Will you be studying full time or part time? | Full time | Change |
| University or college name | University Of Surrey LLE 2025 1 | Change |
| What's the name of your course? | BSc Mathematics and Statistics | Change |
| Location | University of Surrey | |
| Length of course | 2 years | |
| Course start date | 1 August 2025 | |
| Qualification | Higher National Diploma (HND) | |
| Which year of your course is this application for? | First year | Change |

Which year of your course is this application for?

☐ First year
☒ Second year

You've chosen a year that's not available for Lifelong Learning Entitlement

You cannot get student finance for course year 2 because it is not currently covered by Lifelong Learning Entitlement funding. You might be able to get student finance for this course year through other student finance options.

You can select 'Back' at the top of the screen to change your course year.

What would you like to do next?

☐ Cancel my application for student finance
☐ Remove this course and continue with your application
 You'll need to complete the 'Your course' section again before submitting your application

Cancelling your application

By cancelling, Student Finance England will not assess your student finance eligibility for any courses or modules you have included in this application.

Any applications you have already submitted to Student Finance England will not be impacted.

Are you sure you want to cancel your application?

☐ Yes, cancel my application for student finance
☐ No, do not cancel my application for student finance

Your Course Section – Number of Credits

Students will be asked to confirm **the number of credits** they will undertake in the selected course year, and if any credits for the course year will be used to cover a period of repeat study (final process TBC):

- A credits summary will show a student what they have selected so far and will build up a wider picture if they add multiple courses to their application

Planned credits for this course

Your course is worth 120 credits.

We need to know the number of credits you will study in your first year. The amount of student finance, you can get depends on the number of credits you'll be studying.

You can get funding for a maximum of 180 credits in any 12-month period.

If you're unsure how many credits you'll be studying, contact your university or college.

Do you plan to study only 120 credits this year?

☒ Yes
☐ No

Repeat study

You have told us you will be studying 120 credits.

We need to know if any of these credits will be used to cover repeat study. For example, repeating a course year or resitting a module.

Are you repeating a period of study?

☐ Yes
☒ No

Your credits summary

You have added a course worth 120 credits.

You have 60 credits remaining in this application.

| | | |
|------------------------------|--------------------------------|------------------------|
| Course or module name | BSc Mathematics and Statistics | Change |
| Credits | 120 | |

[Save and continue](#) [Save and exit](#)

If you're unsure how many credits you'll be studying, contact your university or college.

Do you plan to study only 120 credits this year?

☒ Yes
☐ No

Your Course Section – Confirm or Add Another Course

After confirming study location and living arrangements for the course year, the student will reach **the end of the course flow** for the first course added and they see a summary of what they have added:

- If they confirm these details, the Your Course task is completed or if they click Add Another Course or Module, the student will be taken back to the start of the course flow to select a new course/module

Your time while studying BSc Mathematics and Statistics during the course year

We need to know where you'll spend your time while studying.

You must tell us if where you spend your time studying changes. This can be updated in your online account. We might ask you for evidence of any changes, this is so we can make sure you get the right amount of funding.

If you're studying an Initial Teacher Education course, you must tell us if you're studying 'university or college' for any time.

Where will you be spending your time studying?

Select all that apply

☒ At university or college

☐ Studying abroad

☐ In a work placement in the UK

Your living arrangements for BSc Mathematics and Statistics during this course year

We need to know where you'll be living while studying. This helps us make sure you get the right amount of student finance. It's okay if you are unsure of your living location, tell us where you think you'll be, and you can change this later if needed.

You do not need to tell us you live with your parents, if this is only during holiday periods and visits.

Where will you be living during this course year?

We need to know where you'll live from 1 August 2025 to 1 August 2026

☒ With parents
This can mean either one or both of your parents

☐ Somewhere else
This can include your own home, with a partner, halls of residence or with a friend

Check your details

| | | |
|--|---------------------------------|------------------------|
| Will you be studying a course or module? | Course | Change |
| Will you be studying full time or part time? | Full time | Change |
| University or college name | University Of Surrey LLE 2025 1 | Change |
| What's the name of your course? | BSc Mathematics and Statistics | Change |
| Location | University of Surrey | |
| Length of course | 2 years | |
| Course start date | 1 August 2025 | |
| Qualification | Higher National Diploma (HND) | |
| Which year of your course is this application for? | First year | Change |
| Do you plan to study only 120 credits this year? | Yes | Change |
| Are you repeating a period of study? | No | Change |

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< [Back](#)

Your course or module summary

[Change](#)

BSc Mathematics and Statistics

Length of course or module 2 years

Qualification Higher National Diploma (HND)

[Add another course or module](#)

Your Course Section – Adding Another Course

To add another course or module to their application, students will need to complete the question flow:

- If there are multiple intakes and/or campus locations linked to a course or module, additional questions will be shown, while the course year question will not show if a course or module is one year or less

Studying a course or module

We need to know which one you plan on studying as it helps us calculate your student finance.

If you plan on studying multiple modules, you can add these later in your application.

Difference between course and module

A module is a single unit of study focused on a specific topic.

A course is a full program of study that leads to a qualification, like a degree. It covers a broad subject made up of different modules. You'll need to complete all modules in a course before gaining a qualification.

Will you be studying a course or module?

☒ I will be studying a course
☐ I will be studying a module

What's the name of your course?

Give us the name of your first choice of course. You can change it later if you need to.

Course name

For example, Mathematics

Q EI API Test

What location will you be studying at?

Choose the college, campus or franchise location you'll be studying at.

University of Surrey

What's the name of your university or college?

We need the name of your top choice for university or college. You can change this later if you need to.

! To find courses at Cambridge University, search for the name of your college. For example, search for Trinity College.

University or college name

For example, University of Leeds

Q University Of Surrey LLE 2025 1

How many years are you studying your course in total?

2 Years

Which year of your course is this application for?

Year 1

Check your answers

| | | |
|---|---------------------------------|------------------------|
| Will you be studying a course or module? | Course | Change |
| Will you be studying full time or part time? | Part time | Change |
| University or college name | University Of Surrey LLE 2025 1 | Change |
| What's the name of your course? | EI API Test | Change |
| How many years are you studying your course in total? | 2 | Change |
| Which year of your course is this application for? | 1 | Change |

Your Course Section – Confirm and Complete

Once the student has confirmed the credit value for the additional course or module, their credits summary will show that **both courses have been added** to their application:

- When they reach the end of the submission process and confirm the details, the student's Your Course or Module summary will display the two course flows and will complete the Your Course task

Planned credits for this course

Your course is worth 120 credits.

We need to know the number of credits you will study in your first year. The amount of student finance, you can get depends on the number of credits you'll be studying.

You can get funding for a maximum of 180 credits in any 12-month period.

If you're unsure how many credits you'll be studying, contact your university or college.

Do you plan to study only credits this year?

☐ Yes

☒ No

Your credits summary

You have added courses or modules worth 160 credits.

You have 20 credits remaining in this application.

| | |
|-----------------------|--------------------------------|
| Course or module name | BSc Mathematics and Statistics |
| Credits | 120 |
| Course or module name | EI API Test |
| Credits | 40 |

Credits during study

You have told us you are not planning on studying 120 credits.

We now need to know the number of all the credits you plan to study this year. This might affect the amount of tuition fee loan you can get.

How many credits do you plan to study?

You must enter between 30 and 180 credits.

40 credits

Check your details

| | | |
|---|---------------------------------|------------------------|
| Will you be studying a course or module? | Course | Change |
| Will you be studying full time or part time? | Part time | Change |
| University or college name | University Of Surrey LLE 2025 1 | Change |
| What's the name of your course? | EI API Test | Change |
| Location | Leeds | |
| Length of course | 2 years | |
| Course start date | 3 November 2025 | |
| Qualification | Bachelor Degree | |
| How many years are you studying your course in total? | 2 | Change |
| Which year of your course is this application for? | 1 | Change |
| Do you plan to study only 120 credits this year? | No | Change |
| How many credits do you plan to study? | 40 | Change |

Your course or module summary

BSc Mathematics and Statistics [Change](#) [Remove](#)

Length of course or module 2 years

Qualification Higher National Diploma (HND)

EI API Test

Length of course or module

Qualification

[Add another course](#)

[Confirm](#)

Your application for student finance

Check if you're eligible

[About You](#) Completed

[Your course](#) Completed

[Previous study](#) Incomplete

Residency Cannot Start Yet

The Lifelong Learning Entitlement

The Customer Application Journey

Course Funding Task Summary 2 – Applying for Funding

All screenshots, content design and wording shown are subject to change!

Apply for Course Funding – Funding Task Summary

Each course funding task will ask the questions and capture the information **required to accurately assess** a student's eligibility for LLE funding and ensure they are accessing the right products at the right levels:

Tuition Fee Loan

Your Tuition Fees

In this section you'll be able to tell us how much tuition fee loan you would like to borrow for each course or module that you plan to study.

You could be eligible to use up to £37,000 this year. For most students this would be the equivalent of the full cost of your tuition fees.

You can find out how much funding you're eligible for by using the Learning Journey TBC.

Your Tuition Fee Loan can be used for a maximum of 12 months.

The cost of your tuition fees

Your university told us that your tuition fees are £60.00 this year. Is this correct?

Do your tuition fees cost £60.00 this year?

☒ Yes

☐ No

How much Tuition Fee Loan would you like to borrow?

You can ask for a Tuition Fee Loan of up to £60.00 this year.

☒ I want the maximum amount

☐ I want less than the maximum amount

If your tuition fees change

Sometimes your university or college might change the tuition fees they charge you. They'll tell you if this happens and they'll tell us too.

If your tuition fees change we can reduce or increase your Tuition Fee Loan for you.

If the tuition fees are higher than the loan you need to pay the rest yourself.

We'll send you an email or letter to confirm any changes to your loan amount.

Maintenance Loan

Maintenance Loan

A Maintenance Loan:

- helps with living costs
- has to be repaid once you start work

The amount you can get depends on your household income. It might vary based on where you'll live, where you'll study, and how much time off you'll have.

Do you want to apply for a Maintenance Loan?

☒ Yes

☐ No

Tell us how much you'd like to borrow

After you apply, we'll work out exactly how much you can get.

☒ I want the maximum I'm entitled to

☐ I want a specific amount

If you've asked for more help than you're entitled to, we'll give you the maximum amount that you can get.

Grants and Allowances

When do you want to apply for Disabled Students' Allowance (DSA)?

☒ I want to apply now

You'll need to answer some additional questions

☐ I want to apply later

You can complete your application as soon as possible

☐ I do not want to apply

You'll have to wait until you're eligible

What's your disability or condition?

Tell us about one for now, you can add another later

ADHD

Sharing information from your Disabled Students' Allowance (DSA) application

We can share information about your application with:

- the disability services at your university or college
- your DSA suppliers

We only share information that's relevant to your application.

On the next screens, we'll ask you to agree to share your information. You do not have to agree, but if you do, we'll be able to give you the full support you need.

Do you agree to us sharing your application information with the disability services at your university or college?

☒ Yes

☐ No

This might delay your application or could stop you getting the full support you need

Additional Information and Sponsor Details

Support for your application

As you're applying for a higher amount of maintenance loan, we'll need to contact anyone supporting your application.

When we contact them, we'll ask for their contact details and how much student finance you need.

Tell us about your Parent

Parent's title

Mr

Parent's first name

Test1

Parent's last name

Test1

What is your Parent's email address?

Email address

If your Parent does not have an email address you can give your own

test1@test.com

Confirm email address

test1@test.com

We need your UK bank or building society account details

We'll pay any student finance that you are eligible to receive into this account.

We need valid account details, so we can pay you your student finance.

Can you give us your National Insurance number now?

We need this before we can pay your loan.

☐ Yes

☒ No, but I'll give you it later

☐ I do not have a National Insurance number

You can apply for a National Insurance number if you do not have one or find your National Insurance number if you've lost it.

The Lifelong Learning Entitlement

The Customer Application Journey

Course Funding Application – Tuition Fee Loan Section

All screenshots, content design and wording shown are subject to change!

Apply for Course Funding – Tuition Fee Loan Section

To reflect the details provided in the Your Course section, students who have added multiple courses to their application will see a mini task-list, and will need to **complete the Tuition Fee Loan flow for each course**:

- If they have only added one course, the task-list will not display, and the student will go straight to the Tuition Fee Loan questions

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Your application for student finance

Check if you're eligible

| | |
|----------------------------------|-----------|
| About You | Completed |
| Your course | Completed |
| Previous study | Completed |
| Residency | Completed |
| Household income | |

Apply for student loans

| | |
|----------------------------------|--|
| Tuition Fee Loan | |
|----------------------------------|--|

Your application for student finance

Courses

| | |
|--|------------|
| BSc Mathematics and Statistics | Incomplete |
| EI API Test | Incomplete |

Your Tuition Fees

In this section you'll be able to tell us how much tuition fee loan you would like to borrow for each course or module that you plan to study.

You could be eligible to use up to £37,000 throughout your learning journey. For most students this would be the equivalent of 480 credits worth of study.

You can find out how much funding you're learning journey by TBC.

Your Tuition Fee Loan can be used for a month period.

Your university or college sets your tuition fee, and the loan is paid directly to them. You will have to pay it back.

Do you want to apply for a Tuition Fee Loan?

☒ Yes

☐ No

You'll need to pay the full cost of your tuition fees yourself, directly to your university or college.

Tuition Fee Loan Section – Application for Course 1

Design changes are currently under review and the tuition fee amount for each course or module added will be moved to form **part of the Your Course section**:

- Students will then be asked the fee levels being charged as they navigate the course flow, this will be used to declare if they want to access the maximum or a specific amount of Tuition Fee Loan

Your Tuition Fees

In this section you'll be able to tell us how much tuition fee loan you would like to borrow for each course or module that you plan to study.

You could be eligible to use up to £37,000 throughout your learning journey. For most students this would be the equivalent of 480 credits worth of study.

You can find out how much funding you're eligible to use throughout your learning journey by TBC.

Your Tuition Fee Loan can be used for a maximum of 180 credits in any 12 month period.

Your university or college sets your tuition fee, and the loan is paid directly to them. You will have to pay it back.

Do you want to apply for a Tuition Fee Loan?

☒ Yes

☐ No

You'll need to pay the tuition fee to your university.

How much Tuition Fee Loan would you like to borrow?

You can ask for a Tuition Fee Loan of up to £60.00 this year.

☒ I want the maximum amount

☐ I want less than the maximum amount

The cost of your tuition fees

Your university told us that your tuition fees are £60.00 this year. Is this correct?

Do your tuition fees cost £60.00 this year?

☒ Yes

☐ No

If your tuition fees change

Sometimes your university or college might change the tuition fees they charge you. They'll tell you if this happens and they'll tell us too.

If your tuition fees change we can reduce or increase your Tuition Fee Loan for you.

If the tuition fees are higher than the loan you need to pay the rest yourself.

We'll send you an email or letter to confirm any changes to your loan amount.

Who do you want to make any changes?

☒ Make the changes for me

☐ I'll make my own changes

Check your details

| | | |
|---|---------------------------|------------------------|
| Do you want to apply for a Tuition Fee Loan? | Yes | Change |
| Do your tuition fees cost £60.00 this year? | Yes | Change |
| How much Tuition Fee Loan would you like to borrow? | I want the maximum amount | Change |
| Who do you want to make any changes? | Make the changes for me | Change |

Your application for student finance

| Courses | Status |
|--|------------|
| BSc Mathematics and Statistics | Completed |
| EI API Test | Incomplete |

Tuition Fee Loan Section – Course 2, Confirm and Complete

Students will be presented with and asked to **confirm the tuition fee costs** for the course year or module and have the option to request Tuition Fee Loan to the maximum amount available or to a lower value:

- Supporting information will be available explaining the Tuition Fee Loan application process and the points to consider if amending fee levels or requesting less than the maximum available loan

Your Tuition Fees

In this section you'll be able to tell us how much tuition fee loan you would like to borrow for each course or module that you plan to study.

You could be eligible to use up to £37,000 throughout your learning journey. For most students this would be the equivalent of 480 credits worth of study.

You can find out how much funding you're eligible to use throughout your learning journey by TBC.

Your Tuition Fee Loan can be used for a maximum of 180 credits in any 12 month period.

Your university or college send you the tuition fee information to them. You will have to pay the fees yourself.

Do you want to apply for a Tuition Fee Loan?

☒ Yes
☐ No

You'll need to pay the fees yourself if you don't apply for a loan.

Cost of your tuition fees

You've told us that your tuition fees are £750.00 this year.

The amount you entered is less than the amount your university has told us. The loan you can ask for will now be lower. The loan available to you this year will match the amount you entered.

If this is wrong you must contact your university and ask them to correct it.

Check your details

Do you want to apply for a Tuition Fee Loan? Yes [Change](#)

Do your tuition fees cost £1,000.00 this year? No [Change](#)

Amount £750.00

How much Tuition Fee Loan would you like to borrow? I want less than maximum

Amount £500.00

The cost of your tuition fees

Your university told us that your tuition fees are £1,000.00 this year. Is this correct?

Do your tuition fees cost £1,000.00 this year?

☐ Yes
☒ No

Enter amount
Maximum £1,000.00

£ 750

How much Tuition Fee Loan would you like to borrow?

You can ask for a Tuition Fee Loan of up to £750.00 this year.

☐ I want the maximum amount
☒ I want less than the maximum amount

Enter amount

£ 500

If you choose to borrow less than the amount of tuition fee charged by your university or college you'll have to pay the remaining amount yourself.

Your application for student finance

Check if you're eligible

[About You](#) Completed

[Your course](#) Completed

[Previous study](#) Completed

[Residency](#) Completed

[Household income](#) Completed

Apply for student loans

[Tuition Fee Loan](#) Completed

[Maintenance Loan](#) Incomplete

The Lifelong Learning Entitlement

The Customer Application Journey

Course Funding Application – Submission and Payments

All screenshots, content design and wording shown are subject to change!

Apply for Course Funding – Submission and Payments

Once all sections and tasks **have been completed**, students will proceed into the Terms and Conditions and application submission pages (T&C content and e-signature/password designs to be confirmed):

- When their eligibility and entitlement have been assessed, students will be able to view their payment amounts, status and per-funding product schedule for each course via their Personal Account

The collage illustrates the student finance application journey. It includes a 'Your application for student finance' page with a progress bar showing completed sections like 'About You', 'Your course', 'Previous study', 'Residency', and 'Household income'. A 'Before you submit' overlay lists requirements: reading terms and conditions and entering a password. Two large white boxes with purple borders contain warnings: 'You are entering into a contract. You have a responsibility to repay your loan in line with this contract.' and 'You have a responsibility to keep your contact details up to date.' Other screenshots show 'View your payments' with a total of £4,604, a 'Maintenance loan payment schedule' with a payment history table, and a 'Your full payment schedule' link.

Before you submit

To submit your application you'll need to:

- read the terms and conditions
- enter your password to confirm you agree to the terms and conditions

Before you do this, it's important you read the points on the following pages.

You are entering into a contract. You have a responsibility to repay your loan in line with this contract.

You have a responsibility to keep your contact details up to date.

Maintenance loan payment schedule

Payment History

Level 4 Introduction to French Studies

Full time - 30 credits
Open University

Course start date
3 November 2026

| Expected date | Status | Amount |
|-----------------|------------------|--------|
| 6 November 2026 | Ready to be paid | £250 |

Your full payment schedule

[View your full maintenance loan payment schedule](#)

Questions or Comments



To discuss IAG training delivery opportunities and to sign-up for the Funding Information Services Team bulletin:

✉ fundinginformationpartners@slc.co.uk

For LLE related questions and to sign-up for LLE updates from SLC:

✉ lle_enquiries@slc.co.uk