

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

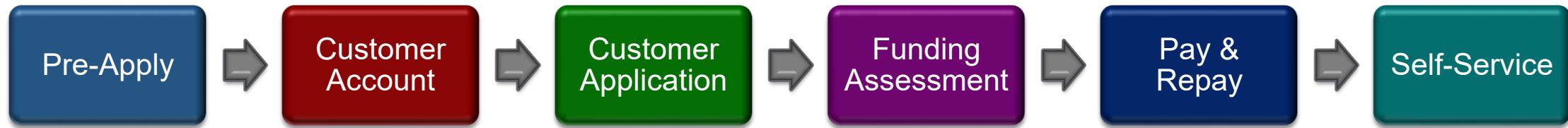
Development and design of the end-to-end customer application journey has been consistent and in line with the SLC's **overarching objectives and strategic aims** to support the wider LLE project, including:

- 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 to 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

You have created your student finance account

Your Customer Reference Number (CRN) is 123456789

You will need this when you login to your student finance account and if you contact us.

The email address

You can also use your account.

[Continue](#)



[Your account](#) Your personal details

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.

The image contains two identical-looking sections, one above the other, enclosed in a light gray border. Each section features a large, bold, black, sans-serif font title: 'Check your Lifelong Learning Entitlement'. Below the title, a text line reads: '£37,000 Tuition Fee Loan remaining'. Underneath this text is a horizontal blue progress bar. The bar has two downward-pointing arrows at its ends, with the value '£0.00' at the left arrow and '£37,000' at the right arrow. The second section is identical to the first, with the only difference being the remaining loan amount, which is '£27,500'.

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 to borrow. Deductions are made based on your previous study and any deductions returned if you had to leave or repeat your study in exceptional circumstances or reasons outside your control.

Qualifications you can use

- most undergraduate degrees, a
- modules of 6 courses in engineering
- courses that
- Postgraduate
- Postgraduate
- Integrated
- Master's degrees

Find out more

Draft Images! Illustration Purposes Only!

The Lifelong Learning Entitlement

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

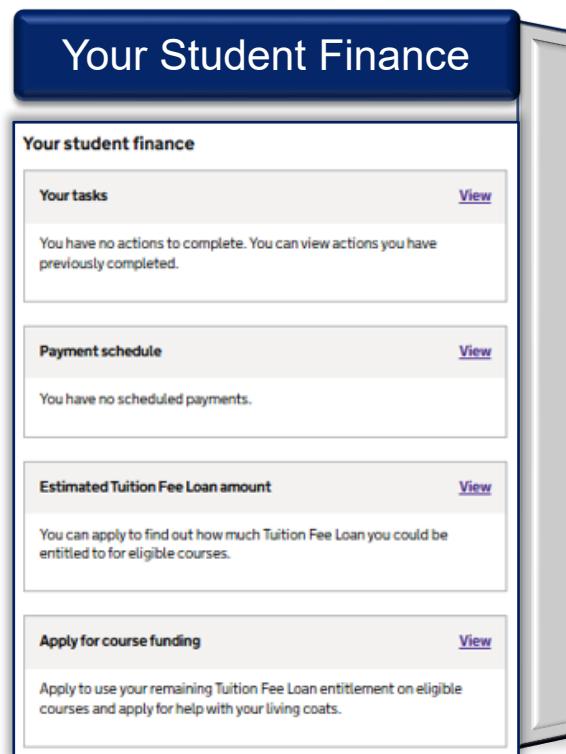
Your Student Finance

Your Account

Supporting an 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:



Your Tasks

The customer's 'to-do' list where they can view any outstanding actions

Payment Schedule

The customer's payment schedule view, broken down by support type

Estimated Tuition Fee Loan Amount

Optional route for the customer to initiate their LLE Tuition Fee Loan estimate

Apply for Course Funding

Route for a customer to start a course funding application

Your Course Funding Applications

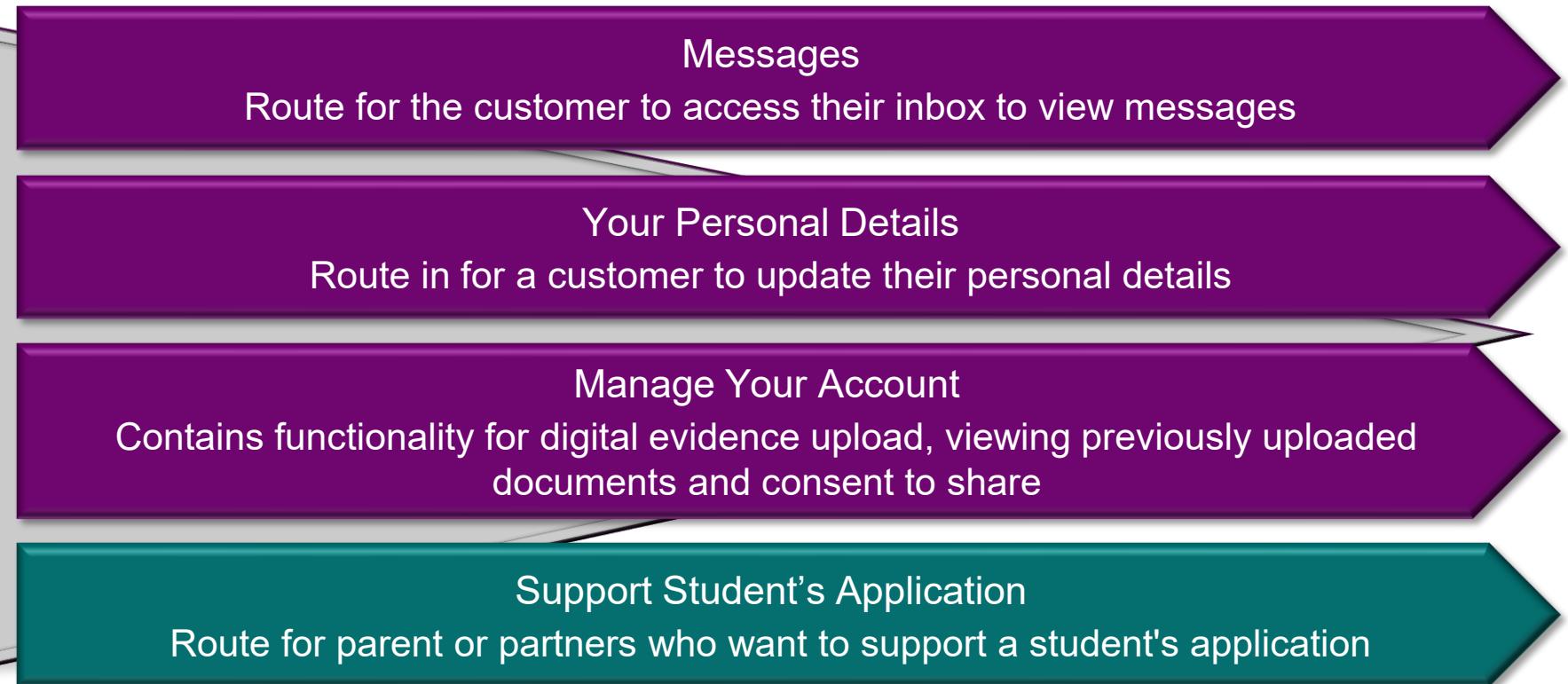
Links the customer to the application tracking pages

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:

Your Account

Supporting an Application



The Lifelong Learning Entitlement

The Customer Application Journey

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

Your student finance

Your tasks [View](#)
You have no actions to complete. You can view actions you have previously completed.

Payment schedule [View](#)
You have no scheduled payments.

Estimated Tuition Fee Loan amount [View](#)
You can apply to find out how much Tuition Fee Loan you could be entitled to for eligible courses.

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Get an estimated Tuition Fee loan amount

Use this service to find out how much you could borrow to help pay your course tuition fees.

! This service only provides only an estimate of how much you could borrow to help pay for your tuition fees. The amount shown is not guaranteed. You'll need to complete a course application to find out if you're eligible for a Tuition Fee Loan and how much you can borrow.

Who can use this tool?

You can use this service to calculate your estimated Tuition Fee Loan entitlement.

You can only use this service if you're a student studying a course voluntarily, for example, if you're:

Use this service to find out how much you could borrow to help pay your course tuition fees.

! This service only provides only an estimate of how much you could borrow to help pay for your tuition fees. The amount shown is not guaranteed. You'll need to complete a course application to find out if you're eligible for a Tuition Fee Loan and how much you can borrow.

Living elsewhere in the UK

If your permanent home is in Scotland, Wales or Northern Ireland you can check if you are eligible for student finance. I permanently live in:

- Scotland (opens in a new tab)
- Wales (opens in a new tab)
- Northern Ireland (opens in a new tab)

Before you start

- your UK passport details, UK birth certificate, EU Settlement Scheme share code or Home Office reference number
- your National Insurance Number
- details of any previous higher or further education study in the UK

You can still use the service without this information, but your estimate may be less accurate.

Start now >

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

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 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](#)

You can [find more information](#) 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](#) 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](#)

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)

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◀ Back

Your Tuition Fee Loan estimate application

Estimate application incomplete
You have completed 0 of 2 sections

Identity and Residency Incomplete

Previous study Cannot Start Yet

My account

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◀ Back

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

Save and continue Save and exit

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The Customer Application Journey

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

Save and continue **Save and exit**

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

Confirm

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

Q

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, KX12345678

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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< Back

Your Tuition Fee Loan estimate application

Estimate application incomplete
You have completed 1 of 2 sections

Identity and Residency	Completed
Previous study	Incomplete

[My account](#)

student finance england

< Back

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?

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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

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 being able to study will be reviewed on a case by case basis.

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 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

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 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

Check your answers

<p>What type of study was this?</p> <p><input type="radio"/> Any other undergraduate funded study that started on or after 1 September 2012</p>	<p>Change</p>
<p>Did you join a degree course which started on or after 1 September 2012 immediately after gaining a qualification from a previous course?</p> <p><input type="radio"/> 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</p>	<p>Change</p>
<p>Left or repeated study for reasons outside of your control</p> <p><input type="radio"/> Yes</p>	<p>Change</p>
<p>How many years did you leave or repeat for reasons outside of your control?</p> <p>1</p>	<p>Change</p>
<p>Tell us why you left or repeated your studies</p> <p>Tst</p>	<p>Change</p>

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

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

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 Ad education course in the UK, that outside of your control. If you've left this course, do you not need to tell us about it? We have on our records to update.

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

Have you ever studied eligible for undergraduate funding in the UK, or had to leave or repeat a course funded from an Advanced Learner Loan?

Select all that apply.

Yes, I previously studied a undergraduate student finance in the UK

Yes, I had to leave or repeat a course funded from an Advanced Learner Loan

or

No, I did not previously study a undergraduate student finance in the UK or repeat a course that I got funded by the Advanced Learner Loan

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 10 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

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 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 which 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 course will be reviewed on a case by case basis.

**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](#)

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

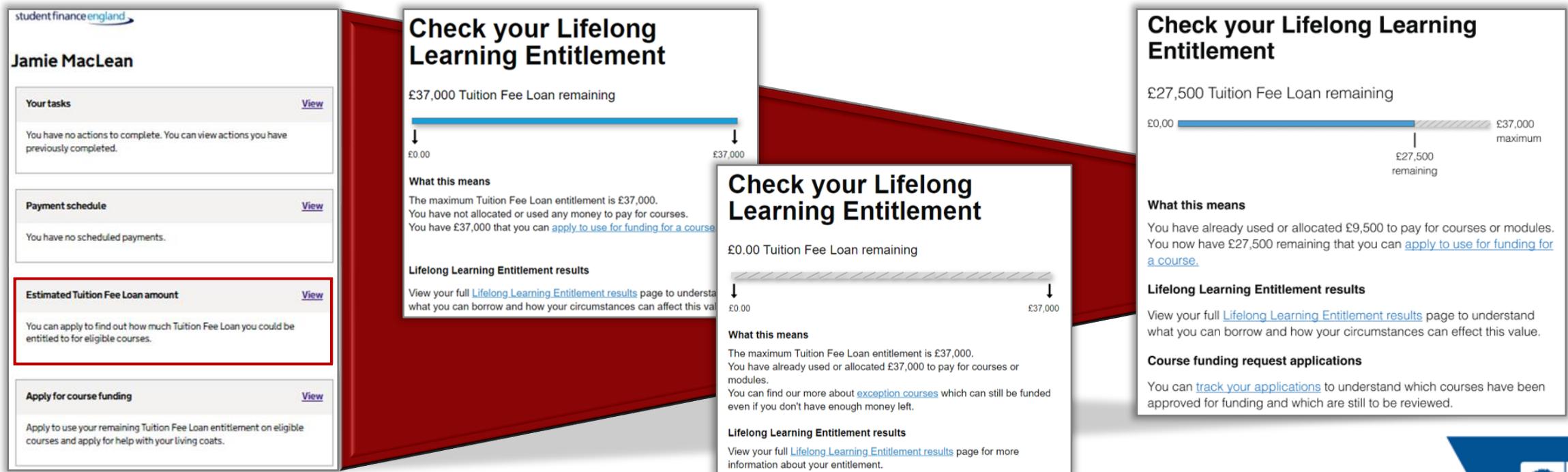
Tuition Fee Loan Estimate – Balance Display

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 given 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 given 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

Estimated amount
£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
- nationality

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 given 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

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

The diagram illustrates the user flow from the main application card to the preamble and task-list screens. It starts with a card labeled 'Apply for course funding' which contains a 'View' link. This leads to a 'Place of residence outside of studies' screen, which then leads to the 'What you'll need to complete this application for student finance' screen. The 'Place of residence outside of studies' screen also has a 'Continue' button.

Your student finance

- Your tasks** (View): You have no actions to complete. You can view actions you have previously completed.
- Payment schedule** (View): You have no scheduled payments.
- Estimated Tuition Fee** (View): You can apply to find out if you're entitled to a Tuition Fee Loan.
- Apply for course funding** (View): Apply to use your remaining Tuition Fee Loan entitlement on eligible courses and apply for help with your living costs.

To make sure we give you the right application, we need to ask you a few questions.

Place of residence outside of studies

We use this address to make sure you're completing the right application.

Continue

What you'll need to complete this application for student finance

To complete your application you'll need:

- about 30 minutes
- the name of your university and course - you can change these later if you need to
- your income details for the 3 years before the start of your course
- your address details for the 3 years before the start of your course
- your UK passport details - if you have one
- your National Insurance number - if you have not told us this already
- address details of a family member or friend we can contact if we lose touch with you

Repaying your loan - key facts

What and when you'll repay

- you'll be due to start repaying your loan the April after you finish or leave your course
- you'll only repay if your income is over the repayment threshold

Interest on your loan

- we'll charge you interest on your loan as soon as we make the first payment
- we'll continue to charge you interest until you've repaid all the money or until we cancel your loan

Repaying your student loan guide

You can read more about [repaying your student loan on GOV.UK](#). It gives detailed information on:

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

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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 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

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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 Completed

Apply for student loans

- Tuition Fee Loan Completed
- Maintenance Loan Completed

student finance england

Apply for grants or allowances

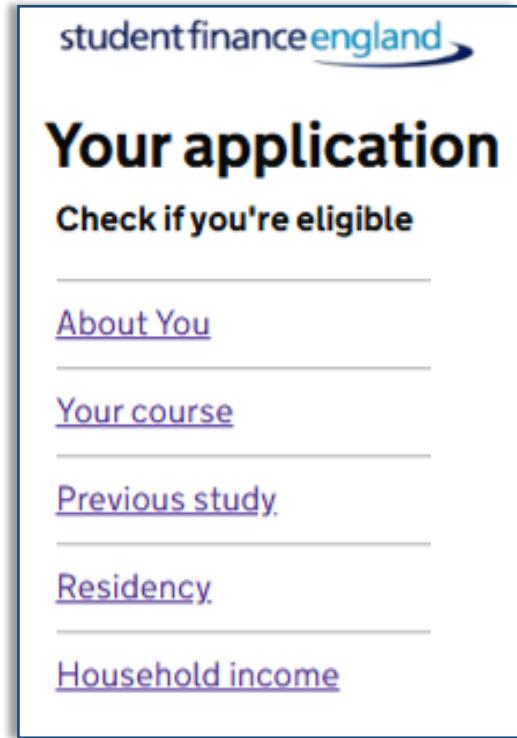
- Disabled Students' Allowance Completed

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:



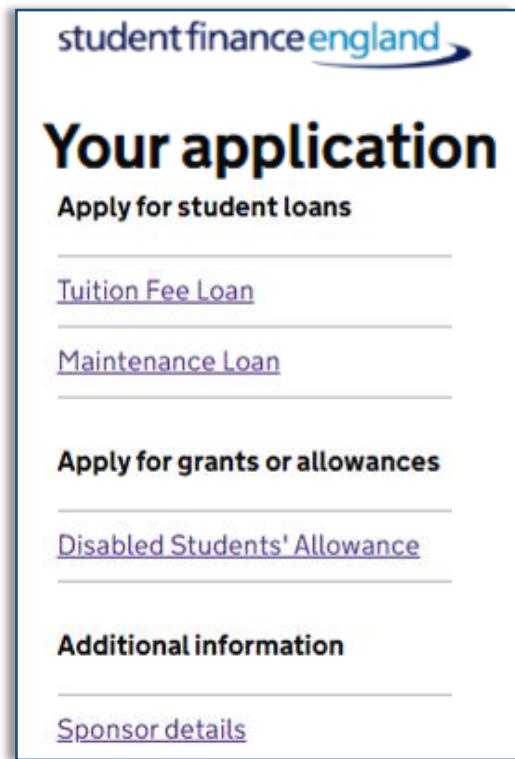
The screenshot shows the 'Your application' section of the Student Finance England website. On the left, a sidebar lists navigation links: 'About You', 'Your course', 'Previous study', 'Residency', and 'Household income'. The main content area displays the task list, which consists of five blue arrows pointing right, each containing a task title and a brief description.

Task	Description
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

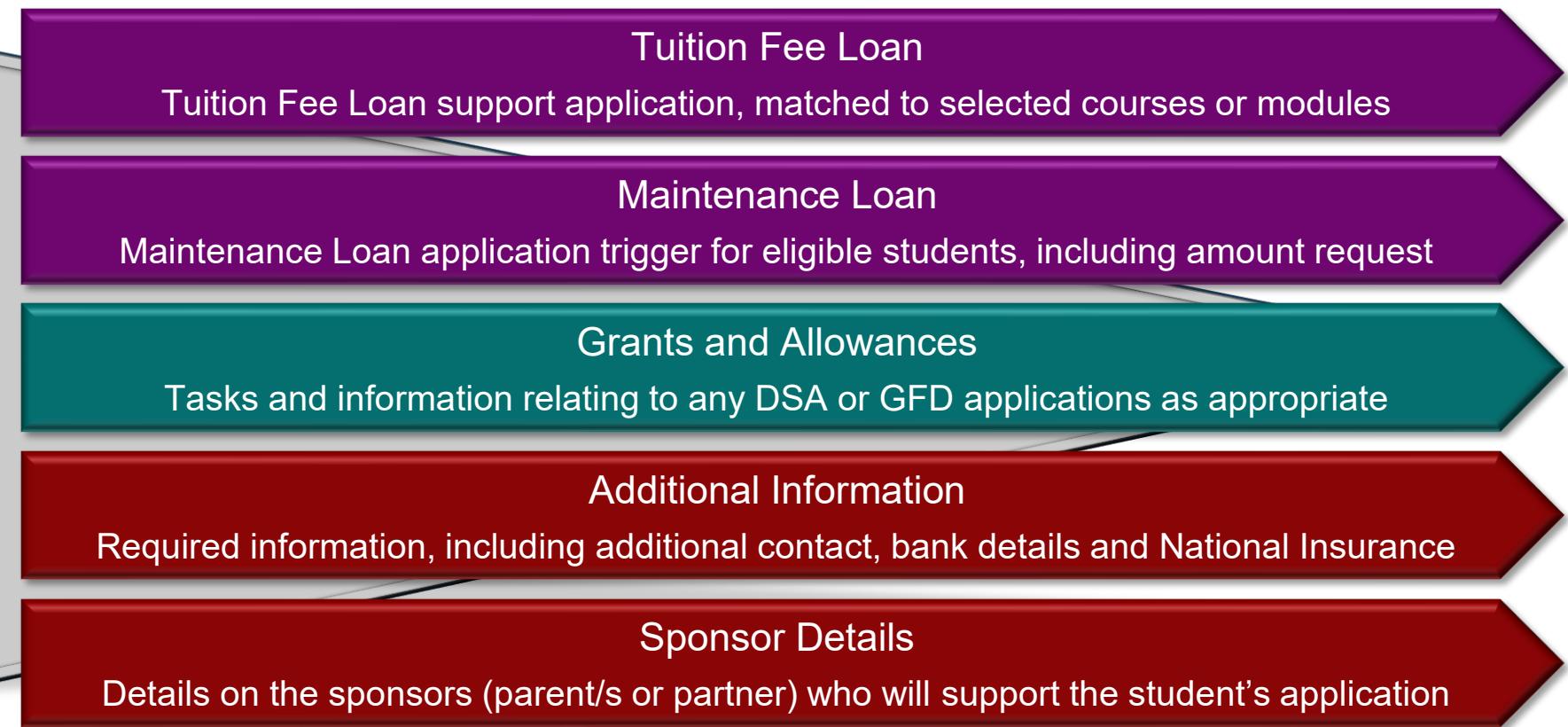
- About You**
A student's circumstances, including relationship status, dependency and introduce DSA
- Your Course**
Selection of courses or modules, including provider details, study mode and credit value
- Previous Study**
Declaration of any relevant previous study if not already held or captured
- 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:



The screenshot shows the 'Your application' section of the studentfinanceengland website. It includes links for 'Tuition Fee Loan', 'Maintenance Loan', 'Apply for grants or allowances', 'Disabled Students' Allowance', 'Additional information', and 'Sponsor details'.



The Lifelong Learning Entitlement

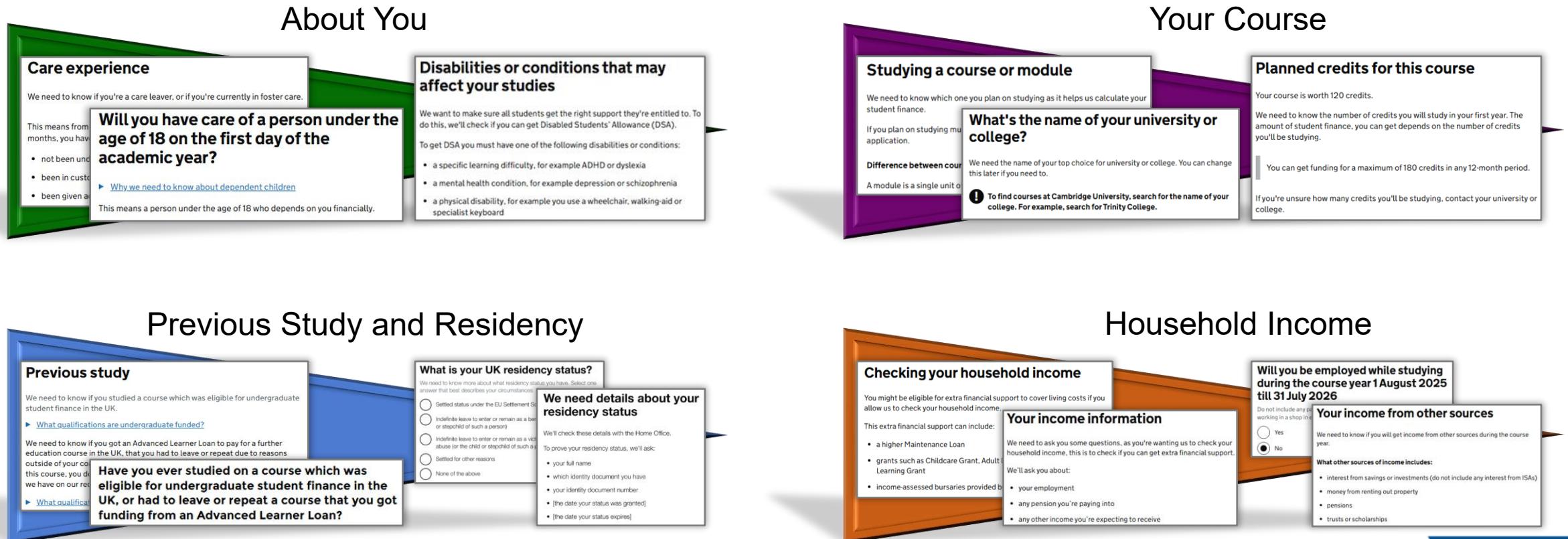
The Customer Application Journey

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 student's eligibility for LLE funding and ensure they are accessing the right products at the right levels:



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 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

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.

University or college name

For example, University of Leeds

University Of Surrey LLE 20251

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

BSc Mathematics and Statistics

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?

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?

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

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**

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 'university or college' for any time

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 spending studying?

Select all that apply

At university or college

Studying abroad

In a work placement in the UK

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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Your course or module summary

BSc Mathematics and Statistics	Change
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
 I will be studying

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 20251

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

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 20251	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

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

Your credits summary

You have added courses or modules worth 160 credits.

You have 20 credits remaining in this application.

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

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

Confirm

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	

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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 their tuition fees.

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

The cost of your tuition fees

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

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 leave university

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 this as soon as possible after your application

I do not want to apply
 You'll have the opportunity to do this later

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. This might support your disability or condition and help us to support you.

On the next screens, we'll ask for your permission to share this information.

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 details to work out how much student finance you could receive.

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.

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.

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

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](#)

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

You'll need to pay your university

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

Your application for student finance

Courses

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.

The cost of your tuition fees

Your university or college sent us your tuition fees. You will have to pay them to them. You will have to pay them to them. You will have to pay them to them.

Do you want to apply for a Tuition Fee Loan?

Yes
 No

You'll need to pay the full amount to your university or college.

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.

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

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.

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 the maximum amount [Change](#)

Amount £500.00

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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 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 consists of several overlapping screenshots from the studentfinanceengland website:

- Top Left:** "Your application for student finance" page showing completed sections: "About You", "Your course", "Previous study", "Residency", and "Household income".
- Bottom Left:** "Before you submit" page with instructions to read terms and conditions and update contact details, and a "Continue" button.
- Middle Center:** A large callout box with the text: "You are entering into a contract. You have a responsibility to repay your loan in line with this contract." with a "Continue" button below it.
- Bottom Center:** A callout box with the text: "You have a responsibility to keep your contact details up to date." followed by a link "When do I need to update my details?" and a note: "You must let us know if your name, address, phone number or email address changes while you're studying and while you're repaying your loan."
- Top Right:** "View your payments" page showing total tuition fees paid: £4,604, and the most recent maintenance loan payment: £1,035.
- Bottom Right:** "Maintenance loan payment schedule" and "Your full payment schedule" sections. The "Maintenance loan payment schedule" shows a history for "Level 4 Introduction to French Studies" at "Open University" with a "Course start date" of "3 November 2026". The "Your full payment schedule" table shows a single entry: "6 November 2026" with "Ready to be paid" status and "£250" amount.

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