

AGENDA - CUSTOMER DAY - 8th SEPTEMBER 2021

09:15 Welcome & Plenary

10:15 Session 1

- Customer Engagement Management
- Migrant Worker Students
- Postgraduate Loans
- Independent & Estranged Students
- Disabled Students' Allowance – Student Finance England

11:30 Session 2

- Customer Experience at SLC
- Study Abroad
- Childcare Grant Payment Service – Student Finance England
- EU & Rest of World Students

12:30 Lunch

13:15 Question Time

13:55 Session 3

- Customer Engagement Management
- Independent & Estranged Students
- Disabled Students' Allowance – Student Finance England
- Mitigating Student Fraud: Customer Compliance at SLC

15:15 Session 4

- Customer Experience at SLC
- Migrant Worker Students
- Postgraduate Loans
- EU & Rest of World Students

16:30 Session 5

- A big Brexit Year, a bigger, broader future!
- Study Abroad
- Childcare Grant Payment Service – Student Finance England
- Mitigating Student Fraud: Customer Compliance at SLC