



HE Student Support Seminar

8 & 9 September 2021

The Customer Challenge,
The Partners Response

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HE Student Support Seminar

The Customer Challenge, The Partners Response

WELCOME

I warmly welcome you to our HE Student Support Seminar 2021. It's great that you have found the time to join us live from Manchester. Whether you are a regular participant in our annual event or taking part for the first time, I hope you have a valuable experience as you navigate around your choice of **Service Training & Awareness Workshops and Masterclass Sessions**.

The format is understandably different this year, but the purpose remains constant. We are exploring all key aspects of the student funding experience as we aim to accomplish success in knowledge acquisition, best practice, complimentary support to students, plans for implementing major changes and continuous improvements.

We have titled this year's seminar "The Customer Challenge, The Partners Response". Together we supply the student with the information, systems, and guidance to help them access student finance. In doing so, we are continually challenged to respond to increased participation, a wider range of disadvantaged students, social media, data protection, policy change, and, of course, learning from the experiences of working under Covid conditions. The list is endless!

I'd like to take this opportunity to thank you, our colleagues from all HE providers, for working with us to successfully deliver support to students during the last 18 months. Despite the difficult times, over 1.5 million students have invested in their future through student finance services in higher education.

Enjoy the seminar!

Kind regards,

Paul Smith

Head of Partner Services

REGISTER AND BOOK YOUR PLACE NOW!

Our HE Student Support Seminar is back...in a virtual capacity!

We are delighted to offer a virtual event which will allow Higher Education Providers (HEPs) and The Student Loans Company (SLC) to come together to share insight and knowledge of the student finance system and how it interacts with the student experience of education.

Although the seminar will be delivered in a different format this year, we are working hard to ensure the programme has a good balance of learning, interest and enjoyment for you to benefit from.

BENEFITS OF ATTENDING

The HE Student Support Seminar will provide you with the opportunity to meet your personal development commitments in the knowledge and practice of student finance administration. You will receive your personalised attendance certificate once you have completed your personalised programme and completed the short feedback survey we will send you.

The programme will offer a wide range of topics relevant to our work with students and the collaborative work between HEPs and SLC. Each of the sessions will be delivered in an engaging and interactive style as we seek to encourage the development of best practice, joined up student services, awareness of changes and preparation for the academic year ahead.

WHO SHOULD ATTEND?

We would encourage attendance from managers, practitioners and specialists from the following business areas:

- Finance & Fees
- Registry, Student Records & Administration
- Funding Information & Guidance
- Audit & Assurance
- Student Services & Strategic Planning
- Welfare & Disabled Student Support

WHEN

Wednesday 8 & Thursday 9 September 2021

THE PROGRAMME

The seminar programme this year is split into two days, a Customer Day and a Provider Day. Both days include Plenary sessions, Service Training & Awareness Workshops and Student Finance Masterclasses.

When you register for the seminar you will be asked to select which day(s) you wish to attend and then build your programme for the duration of your attendance. All sessions are allocated on a first come first served basis however you will automatically be registered for the Plenary and Question Time sessions and these will show on your final programme schedule.



PLENARY SESSIONS OVERVIEW

WEDNESDAY 8 SEPTEMBER

Nikki Pierce, University of Bradford

THURSDAY 9 SEPTEMBER

Jo Parry, Department for Education

QUESTION TIME SESSIONS OVERVIEW

WEDNESDAY 8 SEPTEMBER

With the developing picture of customer experience in the new world of education (post Covid); by engaging with the audience the QT panel will discuss how this developing picture will affect student finance in the future and answer audience questions.

Chair: **Paul Smith**; Head of Partner Services

Panelists: **Nikki Pierce**; University of Bradford

Stephen Darling; Director of Repayments & Counter Fraud Strategy

David Thomson; Head of Operational Resource Planning and Support

THURSDAY 9 SEPTEMBER

What is on the horizon for Student Finance? By engaging with the audience the QT panel will explore the biggest challenges facing student finance and answer audience questions.

Chair: **David Thomson**; Head of Operational Resource Planning and Support

Panelists: **Jo Parry**; Department for Education

Paul Smith; Head of Partner Services

Stephen Baker; Director of Policy, Design & Change



HE Student Support Seminar - Programme Schedule

Customer Day - Wednesday 8th September

Session 1 🕒 10:15 - 11:30 SERVICE TRAINING & AWARENESS WORKSHOPS	Session 2 🕒 11:30 - 12:30 SERVICE TRAINING & AWARENESS WORKSHOPS	Session 3 🕒 13:55 - 15:15 SERVICE TRAINING & AWARENESS WORKSHOPS
Customer Engagement Management	Customer Experience at SLC	Customer Engagement Management
Postgraduate Loans	Childcare Grant Payment Service – Student Finance England	Disabled Students' Allowance – Student Finance England
Disabled Students' Allowance – Student Finance England		Mitigating Student Fraud: Customer Compliance at SLC
STUDENT FINANCE MASTERCLASSES	STUDENT FINANCE MASTERCLASSES	STUDENT FINANCE MASTERCLASSES
Migrant Worker Students	Study Abroad	Independent & Estranged Students
Independent & Estranged Students	EU & Rest of World Students	
Session 4 🕒 15:15 - 16:30 SERVICE TRAINING & AWARENESS WORKSHOPS	Session 5 🕒 16:30 - 17:30 SERVICE TRAINING & AWARENESS WORKSHOPS	
Customer Experience at SLC	A big Brexit Year, a bigger, broader future!	
Postgraduate Loans	Childcare Grant Payment Service – Student Finance England	
	Mitigating Student Fraud: Customer Compliance at SLC	
STUDENT FINANCE MASTERCLASSES	STUDENT FINANCE MASTERCLASSES	
Migrant Worker Students	Study Abroad	
EU & Rest of World Students		

Provider Day - Thursday 9th September

Session 1 🕒 10:15 - 11:30 SERVICE TRAINING & AWARENESS WORKSHOPS	Session 2 🕒 11:30 - 12:30 SERVICE TRAINING & AWARENESS WORKSHOPS	Session 3 🕒 13:55 - 15:15 SERVICE TRAINING & AWARENESS WORKSHOPS
Attendance Management Induction	NHS Learning Support	Guidance Walkthrough – Change of Circumstances
Change of Circumstances – Course & Fee	Attendance Management	Attendance Management
	Change of Circumstances – Course & Fee	
STUDENT FINANCE MASTERCLASSES	STUDENT FINANCE MASTERCLASSES	STUDENT FINANCE MASTERCLASSES
Guidance Walkthrough – Courses	Courses Management Service for New Staff	Bursary Administration Service for Beginners
Courses Management Service for New Staff		Attendance Management Induction
Session 4 🕒 15:15 - 16:30 SERVICE TRAINING & AWARENESS WORKSHOPS	Session 5 🕒 16:30 - 17:30 SERVICE TRAINING & AWARENESS WORKSHOPS	
HE Discussion Panel	Management of Student Withdrawal	
NHS Learning Support	Part-time Courses	
Change of Circumstances – Withdrawal & Suspensions	Change of Circumstances – Withdrawal & Suspensions	
STUDENT FINANCE MASTERCLASSES		
Seasonal Starts		
Guidance Walkthrough – Registration		

CUSTOMER DAY

The Customer Day is designed to explore the increasing demands from students as we aspire to deliver an excellent customer experience.

A big Brexit year, a bigger, broader future!

Academic year 2021/22 has seen some fundamental changes to the student support regulations, perhaps most notably the changes to funding entitlement for EU, EEA and Swiss nationals as a result of Brexit, while just as significant to those students it impacts, the change to the 3-year UK residence requirement for students with an eligible protected immigration status.

In the first half of this session, the Funding Information Services Team (FIS) will provide a reminder of the overarching amendments, an overview of student messages and the impacts implementing these changes had on how we assess and process applications, including analysis of year-on-year application trends, common mistakes made, and lessons learned.

The second half of the session will be dedicated to highlighting how the FIS Team are working to enhance our service delivery by utilising the application data and analysis at our disposal to better inform our engagement plans and strategy with providers to ensure that they can access the right resources and funding guidance at the right time to deliver to students at every stage of their HE journey and where possible influence positive actions and behaviours.

This session will be of benefit to delegates that are actively involved in Information and Guidance within student recruitment, marketing, targeted advice provision and who have an interest in exploring how collaboration with the Funding Information Team can supplement their activities and student messaging.

Maximum duration – 60 minutes

Childcare Grant Payment Service – Student Finance England

From academic year 2019/20 onwards, payment of students' Childcare Grant have been made directly to their childcare provider. The Student Loans Company is delivering this service to students, funded by Student Finance England, through a partnership with the Childcare Grant Payment Service (CCGPS).

This session will allow delegates to see how students use the CCGPS, what the key milestones in the process are and gain insight into the performance of the new service.

The session will be of benefit to HEP staff that have special responsibilities for supporting students with dependent children.

Maximum duration – 60 minutes

Customer Engagement Management

The SLC is transforming its approach to customer service, aligning the service delivered more directly to achieving the outcomes customers need.

This new way of working will be driven by extensive changes in how staff are trained and managed, and by the introduction of new integrated systems that provide a clear view of a customer, their application and how any issues they may have are being fully addressed.

Agent Experience

SLC is replacing the large number of internal systems currently used to provide information to customers with a single integrated system that presents clearly and concisely the information needed. This includes the provision of accurate timescales for applications to be processed, and a new case management system that ensures any issues raised by customers are fully tracked and managed until they are resolved, and the customer is informed of the outcome.

Self-Service

SLC is replacing and enhancing the digital services that will enable our customers to track and manage their application for student finance. The service also includes new notifications to support their journey, ensuring that our customers receive their funding without delay and leave them to focus on their studies.

This presentation will provide an overview of the new service and a demo to highlight some of the key features that will be available. By attending this session, you will become familiar with what the service will offer and the benefits it will deliver to improve the customer experience. Advice will be provided on how to maximise the use of the digital services and the best way to find information or ask for help if needed.

This session will be of benefit to anyone applying for student finance or supporting the application process.

Maximum duration – 60 minutes

Customer Experience at SLC

SLC's Customer Vision is to be widely recognised for enabling student opportunity and supporting the future economic prosperity of the UK. We aspire to provide an outstanding customer experience, helping customers to invest in their futures by providing an intuitive, supportive, and trusted service.

This session will present an overview of SLC's Customer Experience Strategy and how it aims to attain this vision and provide some examples of how this work is improving the experience of our customers.

This session will be of interest to HEP staff interested in supporting SLC's aims to develop its vision for delivering an outstanding customer experience.

Maximum duration – 60 minutes

Disabled Students' Allowance Service - Student Finance England

Disabled Students' Allowance (DSA) is provided to students with a disability, studying on a course of higher education, to help with additional costs which they incur as a direct result of having a disability. Applications for DSA and the number of students being supported has increased significantly in the past few years.

This session will allow delegates to gain an insight into the student experience of applying for DSA and receiving their support.

This session will be of value to delegates whose job role is involved with, or impacted by, the DSA application and process.

Maximum duration – 60 minutes

EU & Rest of World Students

EU and Rest of World (ROW) students have several application paths they can follow, these have changed significantly this year due to Brexit and the introduction of the EUSS scheme.

This Masterclass will give a general understanding of all statuses EU/ROW students can hold with Student Finance and standard Residency evidence students can provide. By attending this Masterclass, you will become aware of the common problems student's and EU/ROW caseworkers experience.

This Masterclass will be of benefit to colleagues who work within the student welfare or student support services.

Maximum duration – 45 minutes

Independent & Estranged Students

Independent & Estranged students require specific and sometimes detailed evidence. SLC receive approximately 22,000 applications from Independent & Estranged students every year.

This Masterclass will give a general understanding of all independent reasons and explore in detail the estrangement application process. By attending this Masterclass, you will become aware of the common problems that exist within the application process and gain an in-depth understanding of the role of the estrangement case workers for students who cannot provide standard evidence.

This Masterclass will be of benefit to colleagues who work within the student welfare or student support services.

Maximum duration – 45 minutes

Migrant Worker Students

The Migrant Worker Process continues to be one of the most complex customer journey processes in the application cycle. SLC received over 40,000 applications from Migrant Worker students each year.

The Masterclass will explore the Migrant Worker process, clarify the various evidence requirements to enable you to support these students, as well as provide any updates and changes we have made to try and make this an easier process. By attending this Masterclass you will be able to identify the key requirements within the application process.

This Masterclass will be of benefit to colleagues who handle enquiries from EEA Migrant Workers and their family members looking to obtain funding from Student Finance England / Student Finance Wales.

Maximum duration – 45 minutes

Mitigating Student Fraud: Customer Compliance at SLC

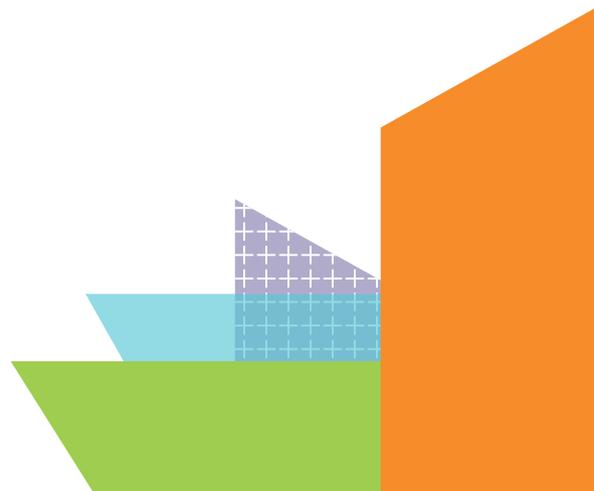
The customer compliance team at the Student Loans Company perform activities to identify organisational risk, campaigns to proactively identify fraudulent activity, and auditing of applications in areas known to be susceptible to fraud and error.

This session will include a run through of the responsibilities and objectives of the Customer Compliance team. The investigation process will be discussed including details on each step we take in a standard investigation – initial checks, evidence requests, evidence reviews, interviews, decisions, and sanctions. We will provide a breakdown of some of the main areas we investigate. We will include a description of the area investigated with reference to real example anonymised cases. This will include social engineering, residency & migrant worker status, household composition and organised fraud cases.

The information provided in this presentation will be summarised and attendees will have the opportunity to ask questions and request further detail or clarification on any of the points discussed.

This session will be of benefit to colleagues interested in understanding the fraud and error risk management and investigation work performed by the Student Loans Company. This will also benefit any colleagues with an interest in guidance on reducing the risk of data security social engineering.

Maximum duration – 60 minutes



Postgraduate Loans

This workshop will be beneficial for HEPs who have students accessing postgraduate loan funding from Student Finance England.

During this workshop we will look at the SFE Postgraduate application process and explore in more detail the application journey timeline, as well as some of the more complex scenarios and reasons for delays in applications becoming approved. During the session we will also look at changes that have been made to the postgraduate application process.

We will also look at the responsibilities of the HEP in returning data to SLC for postgraduate students. Focusing on how to utilise the Student Information Service (SIS) to optimise your student data ahead of course start and the importance of timely and accurate registration confirmations and changes of circumstances (CoCs). During the session we will also look at some of the changes and enhancements made to postgraduate CoCs.

There will be time for questions and answers during the session and we will also explore some of the most common questions and queries received by our Partners Support Desk.

Maximum duration – 60 minutes

Study Abroad

This Masterclass will look at the processes involved to ensure students who are travelling abroad as part of their studies or placement receive the correct level of support at the appropriate times.

Delegates will gain a better understanding of what is required for Student Finance England (SFE) to manage these applications and gain an understanding of the level of support SFE can offer HEP's.

This Masterclass will be particularly useful to those HEPs that have new staff taking up roles within their study abroad teams, or if the study abroad process is a new option being offered to their students.

Maximum duration – 45 minutes



PROVIDER DAY

The Provider Day is designed to focus on the interactions between SLC and HEPs which are essential enablers to fulfilling customer needs.

Attendance Management

This session will focus on the Attendance Management, including a deep dive look at the service definitions, service standards and business rules surrounding the attendance management process and your responsibilities as a provider to return timely and accurate data to SLC.

During this session we will look at how to utilise the Student Information Service (SIS) to optimise your student data ahead of the term start to ensure application details are correct. We will also look at the impact that backdated changes of circumstances have on a student's financial entitlement and the use of non-positive attendance codes.

There will be a focus on the service standard achievement across the sector will also look at the service definitions of engagement and some examples of how providers manage and monitor student engagement.

There will be time for you to share and explore attendance management ideas and principals with other HEPs as we break out into smaller discussion groups. As well as time for questions and addressing some of the most common questions and queries from our partner support desk.

This session will be beneficial for all HE staff who are responsible for returning attendance data to SLC.

Maximum duration – 60 minutes

Attendance Management Induction

This session will provide delegates with an introduction to the Attendance Management process. You must submit accurate and timely information to SLC so that we can release maintenance support and tuition fee payments. During the session we will outline the business rules, service definitions and processes of attendance management to help you remain compliant with the Service Standards. We will also explore how you can use the Student

Information Service (SIS) to optimise the attendance management process including the use of non-positive attendance codes that you can use to advise SLC when a change is required.

As well as covering HEP responsibilities we will also cover where you can access guidance and find help and there will be an opportunity for you to raise questions and we will also cover some of the most common queries we receive through our Partners Support Desk.

This session will be useful for any colleagues who are new to student finance, as well as those that would benefit from a reminder of the attendance process.

Maximum duration – 45 minutes

Bursary Administration Service for Beginners

The Bursary Administration Service (BAS) is a powerful tool to assist HEPs with assessing and administering bursary payments, scholarships, and fee waivers. Whether you subscribe to the full service or the core BAS service this workshop will provide a detailed overview of how to optimise your usage of the BAS system.

We will explore the options that are available to create and maintain your award catalogue as well as the award approval process, financial drawdown, invoice timeline and where to find our BAS guidance.

This session will also look at the reporting that is available in BAS to extract information you need when making your own assessments or for your financial or wider participation reporting.

There will be time for you to ask questions and we will also explore the common queries that we receive through our Partners Support Desk.

This session will be beneficial for HE Staff who administer bursaries, scholarships, and fee waivers through the Bursary Administration Service.

Maximum duration – 45 minutes

Change of Circumstances – Course and Fee

Course and Fee Change of Circumstances (CoCs) accounted for over 60% of all the undergraduate CoCs submitted in AY 20/21 through the Student Information Service (SIS).

During this workshop we will look at how to use SIS to optimise your student data to ensure accurate and timely payments to both students and HEPs. We will explore examples of some complex scenarios, the most common submission issues and errors which create delays in student reassessments. By looking at specific examples we can advise how to prevent some of the common submission issues to improve the customer journey. The session will also provide an overview of HEP responsibilities for submitting CoCs in line with the SLC service standards and the impact that backdated CoCs can have on a student's entitlement.

There will be time for questions, and we will also look at some of the most common queries received by our Partner Support Desk.

This session will be beneficial for HE staff who manage the change of circumstance process through the student information service.

Maximum duration – 60 minutes

Change of Circumstances - Withdrawal and Suspensions

In this session we will look at how to deal with various withdrawal and suspension scenarios in line with SLC guidance and the service standards to ensure timely right first-time submission. This session will also include the more complex scenarios such as when a period of suspension is followed by a withdrawal. We will also cover some of the common queries we receive through the Partners Support Desk and look at how withdrawals and suspension impact on future entitlement. By exploring specific examples, we can look at how to prevent some of the common submission issues to improve the customer journey.

We will also look at HEP responsibilities in line with the SLC service standards and service definitions and the consequences of late submissions and backdated withdrawals and consider how we can reduce these as well as some of the common queries we receive through the partners support desk.

This session will benefit HE staff who handle the administration of withdrawal and suspension change of circumstances within the Student Information Service (SIS).

Maximum duration – 60 minutes

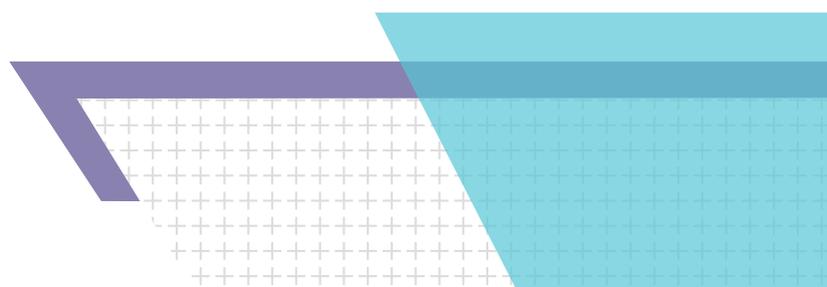
Courses Management Service for New Staff

This session will provide delegates with an introduction to the Courses Management Service. We will look at the key requirements for course entry and why it is crucial that you get this right-first time for you and your students. We will talk you through the timelines for full-time, part-time, and postgraduate course submission and why it's vital that these deadlines are adhered to ahead of the student application launch for the next Academic Year. During the session we will also explore the SLC service standards and HEP responsibilities to only promote courses which fit within the student support regulations.

We will explore how to set up your courses and how to avoid errors. We will also talk you through the process on how to make changes to existing courses, including those fields which only SLC can update. We will explore the journey an application goes through when a change in CMS is made and how this impacts students as well as some of the most common queries received by our Partners Support Desk

This session will be beneficial to new members or staff, those requiring refresher training or those who have recently moved into a new role and would like to learn more about the Courses Management Service (CMS).

Maximum duration – 45 minutes



Guidance Walkthrough - Change of Circumstances

In this session we will take HEPs on a walkthrough of the guidance for the various undergraduate and postgraduate Changes of Circumstance (CoC) through an interactive discussion. During the discussion group we will explore together some of the ideas and feedback you have regarding our CoC guidance material and we will share how to best use the Student Information Service (SIS) to optimise your student data. We will also discuss how CoCs can be submitted to ensure they are worked as quickly as possible by the SLC systems.

During the session there will be time to review the responsibilities of the HEP in line with the SLC service standards, explore some common queries from our Partner Support Desk, as well as some time to ask us your questions.

This session will be valuable for all HE portal users. New and experienced users will find this session very useful and will gather insight on CoC processing. This session will include a pre-course review of the Change of Circumstance guidance material.

Maximum duration – 45 minutes

Guidance Walkthrough – Courses

This session will provide delegates with the opportunity to understand the end-to-end course submission process through an interactive discussion. Ahead of course submission each year it is vital that course guidance is reviewed by HEPs and that you contact us when any uncertainty arises.

This session will focus on the guidance that is available, how best to navigate through the sections and focus on the areas which will help you ensure your course submissions are right-first-time. During the discussion group we will explore together some of the ideas and feedback you may have regarding our course guidance material.

We will touch upon HEP responsibilities to the SLC

service standards and promoting courses that fit within the student support regulations. We will also discuss the impact that incorrect course details can have on a student's financial entitlement and the work required to make a change to a course and the students applications attached to it. There will be time to answer your questions and queries and we will look at some of the common queries that are received by our Partners Support Desk.

This session will be beneficial for HE staff who are responsible for managing the HEP course catalogue on Courses Management Service (CMS). This session will include a pre-course review of the Courses Management Service guidance material.

Maximum duration – 45 minutes

Guidance Walkthrough – Registration

This session will provide delegates with the opportunity to understand the end-to-end registration process through an interactive discussion. It will focus on the guidance available, how to optimise student data before term start and the importance of submitting timely and accurate information to SLC and the implications of not doing so to both you and your students. During the discussion group we will explore together some of the ideas and feedback you may have regarding our registration guidance material.

We will look at some of the common queries that we receive from the Partners Support Desk and we will also explain the service definitions and service standards we ask you to adhere to and outline provider responsibilities with the SLC service standards, business rules and service definitions.

This session will be useful for any colleagues who are new to student finance, as well as those who would benefit from a refresh of the registration process. This session will include a pre-course review of the Registration guidance material.

Maximum duration – 45 minutes

HE Discussion Panel

Jonathan Newby, HE Account Services Manager, will facilitate an interactive discussion panel consisting of Higher Education Provider representatives.

We will explore a range of topics in further detail, such as aspects of the student finance attendance management process, lessons learned from the past year and future strategy and direction including changing policy and definitions.

This session will benefit anyone seeking to gain insight into how other HEPs have adapted and are changing to meet the needs of delivering higher education in a changing world.

Maximum duration – 60 minutes

Management of Student Withdrawals

When a student withdraws it may affect their future entitlement as well as their finances. We will examine the impact of how a delay in submitting a withdrawal Change of Circumstance will affect the student, and this workshop will bring to life the financial implications of late withdrawal notifications to both the student and HEP.

We will be joined by a guest provider who will discuss their experiences of student withdrawals and how they manage this process, looking at some common scenarios. The session will cover the Service Definition and the Service Standards SLC use to measure provider performance in this area.

We will also explore how students can notify SLC of their decision to withdraw, how we deal with repayments and overpayments and how students can track changes to their entitlement via their online account.

This session will be useful to all HE staff who manage or administer student withdrawals.

Maximum duration – 60 minutes

NHS Learning Support

Healthcare course funding represents a complex landscape both for students, and for any university or college staff advising them: there has been growing divergence in student finance policy for healthcare routes within the UK and there is increasing evidence of a lack of awareness among many students as to what is now available.

In September 2020 the NHS Business Services Authority (NHSBSA) began administering the NHS Learning Support fund (NHS LSF) a funding package available to students alongside the Student Loan package.

This workshop will set out the full range of funding administered by the NHSBSA and available to students on NHS courses, and provide opportunities to discuss with NHSBSA staff how this can be better communicated to students.

This session will be of benefit to any colleagues who would like the latest information on the funding available for healthcare courses and who have an interest in improving communications to students.

Maximum duration – 60 minutes

Part-time Courses

In this Part-time Courses Workshop, we will provide you with an overview of how to best add your part-time courses to the Courses Management Service (CMS). We'll look at best practice to achieve right-first-time submission, common errors to avoid providing you with a better understanding of the relationship between course duration, credits, intensity and how this can impact a student's entitlement. We'll also look at the impact of timely and accurate submission of part-time courses and the common queries we receive into our Partners Support Desk.

HEPs will also have an opportunity to share your experiences and discuss in breakout rooms the challenges you face when completing Part-time course submission, feedback, comments, and service enhancement suggestions and how we can optimise the accurate and timely submission of part-time applications

This session will be beneficial to CMS administrators at HEPs which offer a part-time provision.

Maximum duration – 60 minutes

Seasonal Starts

Every course falls into one of four defined Seasons (Autumn, Winter, Spring, Summer). Once a student has commenced on a programme of study they will remain on that seasonal start for the duration of their course.

In this session we will be looking at how different seasonal starts affect a student's application for funding, scenarios where a student changes their seasonal start and how to set up your courses in line with SLC guidance. This includes the key information to remember, such as when your terms can start and finish and what impact this has on student finance.

We will also talk you through some of the common questions and queries that you send to our Partners Support Desk, what you can do to ensure that student application data is correct before term start, and there will be an opportunity for you to ask questions.

This session will be beneficial for HE staff who are responsible for the management and administration of course data and also staff who process change of circumstances.

Maximum duration – 45 minutes



HOW TO REGISTER

Please register via our events online registration website:

www.events-slc.co.uk



Please Note: We have recently upgraded our online registration website to deliver an enhanced user experience when registering to attend our event(s). As part of this upgrade user accounts created before July 2020 are no longer active and we will require you to visit the website and create a new account.

**CLOSING DATE FOR REGISTRATION:
FRIDAY 3 SEPTEMBER 2021**

CONTACT US

If you have any questions or would like to talk to someone regarding your registration, the delegate area, or access to view live or recorded content in the delegate area, please contact Glasgows:

 slc-reg@glasgows.co.uk or call  **01772 767723**

If you have any questions regarding the event content, or prefer to speak with someone from the event team at Student Loans Company directly, please contact:  events@slc.co.uk

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

AGENDA - PROVIDER DAY - 9th SEPTEMBER 2021

09:30 Welcome & Plenary

10:15 Session 1

- Guidance Walkthrough – Courses
- Courses Management Service for New Staff
- Attendance Management Induction
- Change of Circumstances – Course & Fee

11:30 Session 2

- NHS Learning Support
- Courses Management Service for New Staff
- Attendance Management
- Change of Circumstances – Course & Fee

12:30 Lunch

13:15 Question Time

13:55 Session 3

- Guidance Walkthrough – Change of Circumstances
- Bursary Administration Service for Beginners
- Attendance Management
- Attendance Management Induction

15:15 Session 4

- HE Discussion Panel
- NHS Learning Support
- Seasonal Starts
- Guidance Walkthrough – Registration
- Change of Circumstances – Withdrawal & Suspensions

16:30 Session 5

- Management of Student Withdrawal
- Part-time Courses
- Change of Circumstances – Withdrawal & Suspensions

