SLC
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Advanced Learner Loans Learning Provider Training Event

FE Account Managers, Partner Services

Roles and Responsibilities

Roles & Responsibilities

ESFA

- Managing LP ALL contracts
- Funding Performance Management Rules
- Eligibility of Learning Aims
- Maximum amount charged for Learning Aims
- Provider Growth process

SLC

- Learner Assessment and Customer Contact
- Payment and Repayment
- Provider Relationships
- Service Management Framework
- Work with ESFA & DfE

DfE

- Overall responsibility for the loans policy
- Ensure effective and efficient loans system
- Programme funding & promotional activity

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Provider Responsibilities

- Fees Policy and Offer
- ESFA ILR and Audit
- LP portal and compliance
- Bursary Funding

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Account Manager

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The Learner Journey

GOV.UK Login or register for student finance

student finance england

If you've already started your application online, remember to log back into your student finance account and finish it as soon as you can. Show more

Login

Email address or **Customer Reference Number (CRN)**

Forgotten your email address or CRN?

Password

Show password

Forgotten your password?

Continue

Create an account

If you're not already registered , you can create a new account.
You'll need an account if:

- you're a **student**, and you want to apply for student finance
- you're a **parent or partner of a student** and need to provide information to support their application.

Create an account

GOV.UK Login or register for student finance

student finance england

If you've already started your application online, remember to log back into your student finance account and finish it as soon as you can. Show more

Please confirm your secret answer

Before you can login, we need you to enter the requested characters from your secret answer.

What street did you live on when you were 10 years old?

Character 4	Character 7	Character 9
Select	Select	Select

Forgotten secret answer?

Login to Account

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What would you like to do today?

Apply for student finance

Support a student's application

GOV.UK Student finance account

We are always trying to improve our service — your feedback (opens in a new window or tab) helps us to do this

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Your profile | Your finance | Letters & emails | Logout

Home › Apply for student finance

Apply for student finance

What type of student finance do you want to apply for?

Higher education

You're going to be studying for:

- a degree, for example: a BA, BSc, teacher training
- a foundation degree
- an HNC or HND
- a postgraduate qualification, for example: a Master's or Doctoral degree
- another higher education course

Further education : Advanced Learner Loans

You're going to be studying for:

- a programme of GCE A levels and/or AS Levels
- a QAA Access to HE Diploma
- a further education Certificate, Diploma and vocational qualifications at levels 3 - 6
- any of the following BTEC Professional awards: a Subsidiary Diploma, 90 Credit Diploma, Diploma, or Extended Diploma
- an NVQ, level 3-6

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GOV.UK Student Finance application

1 About you 2 Your course and loan 3 Additional Information 4 Submit

Before you begin

It will help if you have:

- your Learning and Funding Information Letter, from your college or training organisation
- 00:15 about 15 minutes to complete your application.
- details from your current, valid UK passport (if you have one)
- your National Insurance number (if you haven't already told us this)

GOV.UK Student Finance application

1 About you 2 Your course and loan 3 Additional Information 4 Submit

About you

Tell us more about your nationality and where you've lived in the past three years. We also need to check your identity.

Are you a UK national?	Yes	Change this answer
Identity check - can you give us your UK passport details?	Yes	Change this answer
Please give your passport details, exactly as they're shown on your passport:	Provided	Change this answer
In the three years before the first year of your course, did you live outside of the UK and Islands at any time?	No	Change this answer

Save and continue Save and exit

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About you | 2 Your course and loan | 3 Additional Information | 4 Submit

Your course and loan

Please select an image below to find out more about Advanced Learner Loans.

Find out more about Advanced Learner Loans: Download a PDF (opens in a new window or tab)

For information on other ways of paying your course fee, visit the National Careers Service website (opens in a new window or tab) or the Money Advice Service website (opens in a new window or tab)

Do you want to apply for an Advanced Learner Loan to help cover the cost of your course fee?

Yes, I want to apply for an Advanced Learner Loan

No, I don't want to apply for an Advanced Learner Loan

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Your course and loan

Provider Details	STUBBING COURT TRAINING LIMITED	Change this answer

Please enter your course code

You can find this code on your Learning and Funding Information Letter. Where are these details?

5 0 1 1 6 0 2 2

Search again

We found the following course:

Diploma in Health and Social Care (Adults) for England (QCF)

Is this your course?

Yes, this is my course

No, this isn't my course

Your course and loan

Provider Details	STUBBING COURT TRAINING LIMITED	Change this answer
Course	Diploma in Health and Social Care (Adults) for England (QCF)	Change this answer
Course start date	10/09/2020	Change this answer
Course end date	15/06/2021	Change this answer
Expected fee charge	£2882.00	Change this answer

How much would you like to borrow?

You've told us that your fees are £2882.00.
You could be entitled to borrow up to £2882.00.

Your loan will help cover the costs of fees charged by your college or training organisation, so it's important you ask for the correct amount of loan you need.

We'll pay the loan to your college or training organisation. Remember that you'll be responsible for paying any fee amount not covered by your Advanced Learner Loan.

Amount of loan required

£

Next

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GOV.UK Student Finance application

About you | Your course and loan | Additional Information | 4 Submit

Check your application summary

All of the information you have provided has been saved up to this point.

Summary of your student finance application for an Advanced Learner Loan

Course Name	Provider
Diploma in Health and Social Care (Adults) for England (QCF)	STUBBING COURT TRAINING LIMITED

You've applied for the following loan

Product	Loan Amount	Repayable
Advanced Learner Loan	£2500.00	Yes

Need to make a change?

GOV.UK Student Finance application

About you | Your course and loan | Additional Information | 4 Submit

Back

Before you Submit

To submit your application you'll need to:

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

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

Continue

You can download a copy of these terms and conditions for your records and to refer to later.

Student finance terms and conditions.PDF (opens in a new window or tab)

Have you read, understood and agreed to the terms and conditions?

Yes, I have read, understood and agreed to the terms and conditions

Enter your password to sign these terms and conditions

Show password

I've forgotten my password

No, I don't agree to the terms and conditions

Submit your application | Save and exit

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1. 2020 DIPLOMA IN HORSE CARE AND MANAGEMENT (QCF)

STATUS APPLICATION SUBMITTED

Rossfortesting
Submitted: 26/02/2021
View application status & next steps
Change this application
Cancel this application

Would you like to start or support another application for student finance?

Re-apply or start another application | Support an application for student finance

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1 Your course and loan — 2 Additional information — 3 Submit

Your course and loan

Provider Details	Rossfortesting	Change this answer
Course	90-credit Diploma in Engineering (QCF)	Change this answer
Course start date	01/03/2020	Change this answer
Course end date	31/03/2021	Change this answer
Expected fee charge	£500.00	Change this answer
Amount of loan required	£300.00	Change this answer

Next | Return to My Account

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Your profile | Your finance | Letters & emails | Logout

Home › Change Application

Change Application

To make changes to this application, complete and send us a Change of Circumstances form

Go to your account

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Your profile | Your finance | Letters & emails | Logout

Home > Your profile

Your Profile

Name	Miss Test Accoutall	Change
Email	l@l.com	Change
Home telephone	Not provided	Change
Mobile telephone	Not provided	Change
Home address	STUDENT FINANCE ENGLAND, DARLINGTON, DL1 9HJ	Change
Contact address	STUDENT FINANCE ENGLAND, DARLINGTON, DL1 9HJ	Change
Braille/large font	Not required	Change
Password	********	Change
Secret answer	********	Change

Tell us your mobile phone number

We'll keep you updated about your student finance application by text.

Keep your contact details up-to-date

We'll use these details to update you on your application – so make sure you keep them up-to-date.

Learners can also update their contact details via the link at the top of the ‘my account’ page

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Learner Eligibility

Learner Eligibility

- Approved Learning Aim
- Aged 19+ at the start of the Learning Aim
- Meet Residency Criteria (UK, EU or RoW)
- Learners can apply for up to 4 loans
- Repeat and concurrent study allowed
- Access to HE - apply once

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LAFIL
- Ensure Accuracy
- Change of Circumstance

ID
- Valid passport
- Birth / Adoption Cert
- 6 month cut off for receipt of evidence

Residency
- UK National – Self Cert
- EU & ROW - additional evidence
- Factsheet available

Previous Study
- Explore with Learners
- Level 3 Funding
- Access to HE

Learner Responsibility
- Online Account
- Change of Circumstance
- Declaration

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Learning Aim Eligibility

- Min loan £300
- Max loan :
  - Fee charged by the provider
  - Max fee set (whichever is the lower)

Maximum Length

A or AS Levels:	Access to HE Diploma:	Levels 3, 4, 5 & 6:
two years	two years	3 years

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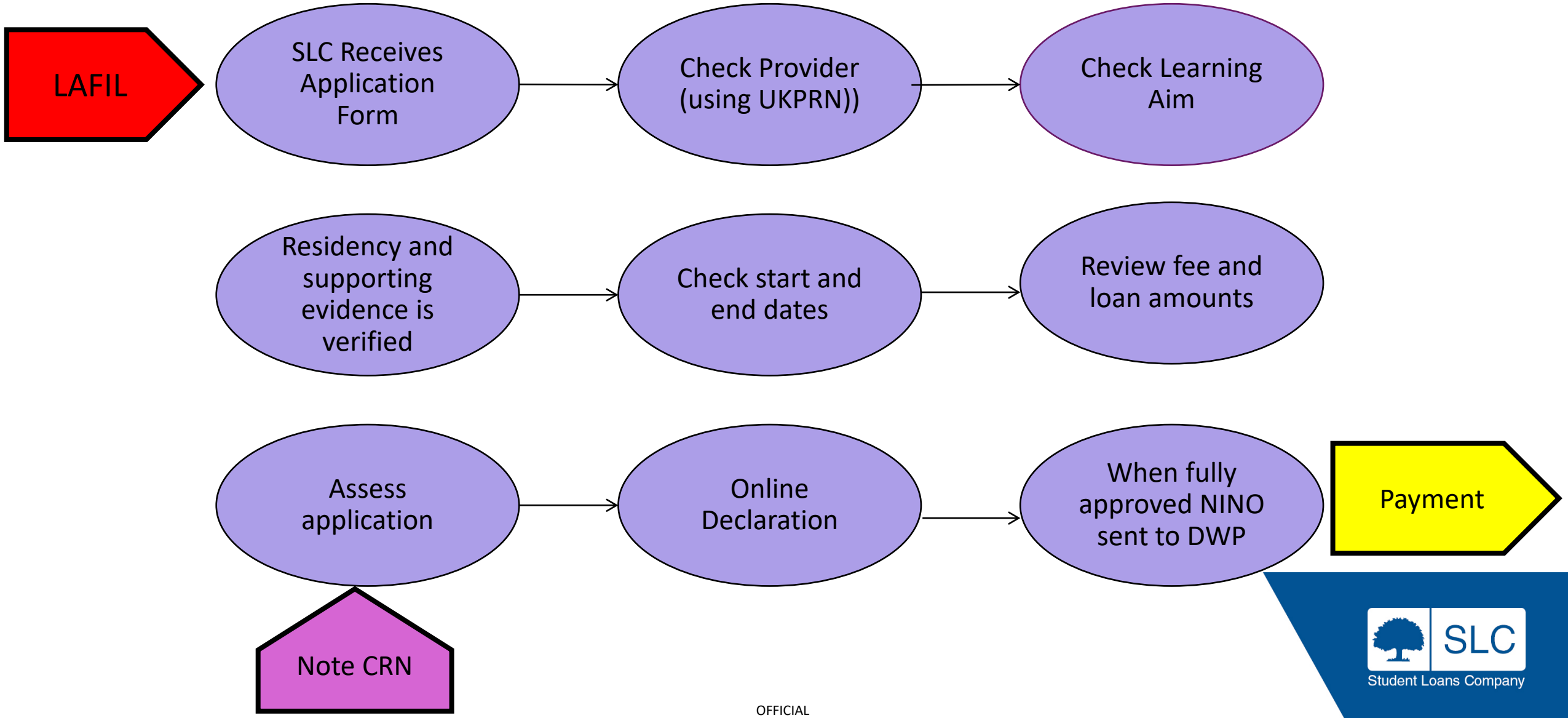
LAFIL to Payment



SLC Service Standards

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Service Standards

Process	Submission Accuracy	Time to Complete
Adding Unique Learner Numbers	99%	ULNs to be entered within 6 weeks of the learning aim start date. Where an application is received more than 4 weeks after the learning aim start date, the ULN must be entered within 2 weeks of the application received date
Check information (e.g. Fee Charged, Learning Aim, Start Date etc) and makany necessary changes	100% accuracy for approved applications before initial and subsequent attendance confirmations	No timescale proposed. It is a condition of Attendance Confirmation that details are correct
Initial Attendance Confirmation	99%	Attendance confirmation to be entered within 6 weeks of the learning aim start date if the application is approved. Where an application is approved more than 4 weeks after the learning aim start date, the attendance confirmation must be provided within 2 weeks of the approval date
Subsequent Attendance Confirmations	99%	A. 85% of learner attendance confirmations to be provided by payment drawdown date AND B. 99% of learner attendance confirmations to be provided within 60 days of payment drawdown date
Suspensions	99%	A. 60% of suspension COCs submitted within 60 days of notification AND B. 99% of suspension COCs submitted within 90 days of notification
Withdrawals	99%	A. 60% of withdrawal COCs submitted within 60 days of notification AND B. 99% of withdrawal COCs submitted within 90 days of notification

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Learning Provider Portal Functionality

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Portal Functionality

- LP Details
- User Access Levels
- Learner Details
- Change of Circumstances
- Attendance Confirmations
- Reporting Functions

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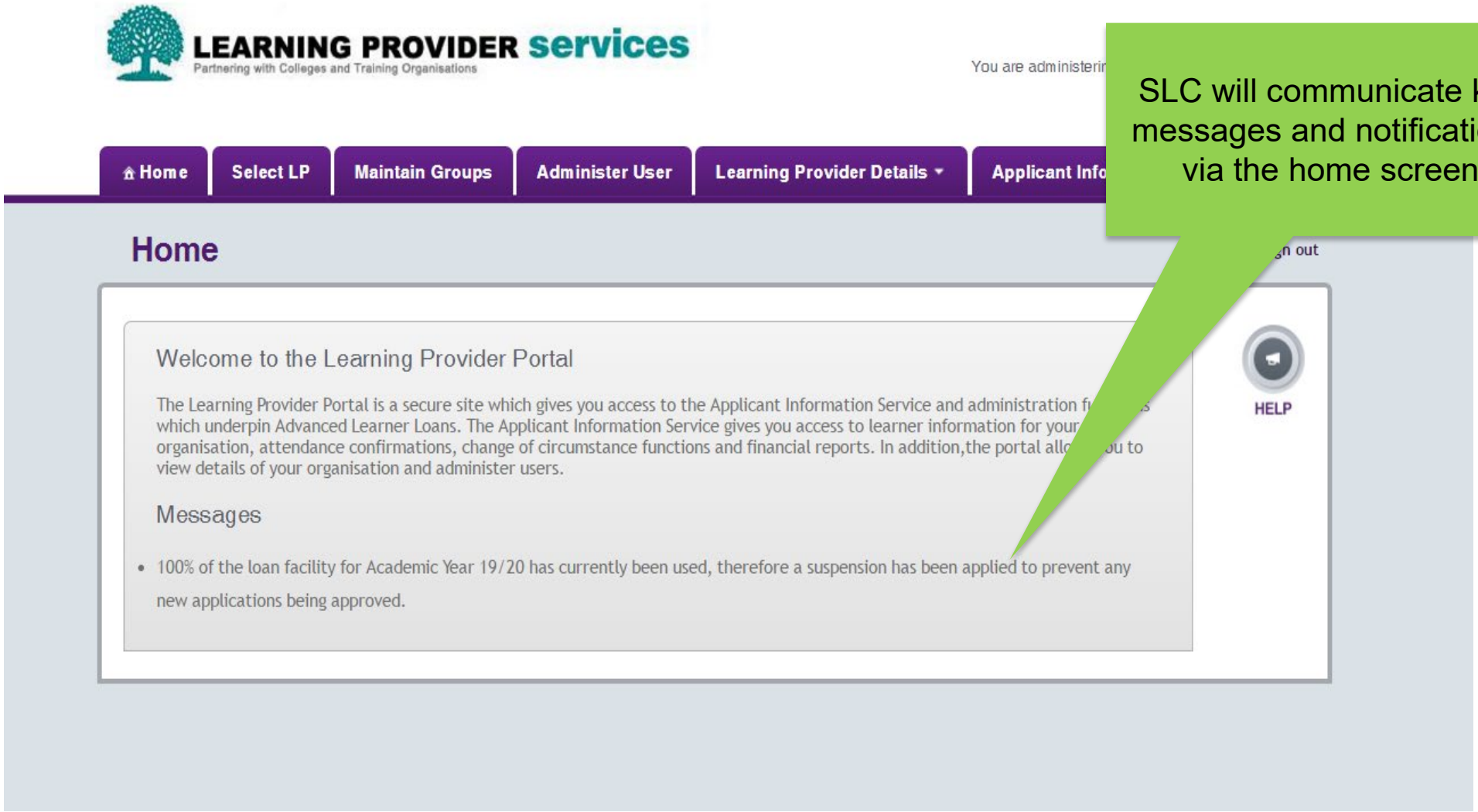

SLC will communicate key messages and notifications via the home screen

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Home | Select LP | Maintain Groups | Administer User | Learning Provider Details | Applicant Information Service

Learning Provider Details

Sign ou

Learning Provider

HELP

Profile

Learning Provider Name	BBC	UKPRN	19837867
Learning Provider Address	Student Loans Co Ltd 100 Bothwell Street	Learning Provider Type	Academy
Town	GLASGOW		
PostCode	G2 7JD		

Edit

Bank Details

Bank Account Name	Sort Code	Account Number	Roll Number
sadf	835200	0000676345	

GDPR Agreement

Signed Date
No records found.

Edit GDPR Agreement

Contract Manager

Name	Telephone Number	Email Address
Glasgow sadf	01413062000	ross_mcnab@slc.co.uk

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Home | Administer User | Learning Provider Details | Applicant Information Service

Learning Provider Details

Learning Provider

Profile

Contacts

Name	Telephone Number	Email Address	Contact Roles	Active?	
Bob Boberson	000000	bob@admin.com	Primary Business Contact, Change of Circumstance	✓	Edit / View
First Person	03002004050	jennifer_haston@slc.co.uk	Primary Business Contact, General Queries, Technical Queries, User Admin, Change of Circumstance	⊗	Edit / View
Test User	01325 215000	testuser@buddiecollege.ac.uk	General Queries	⊗	Edit / View

Create Contact

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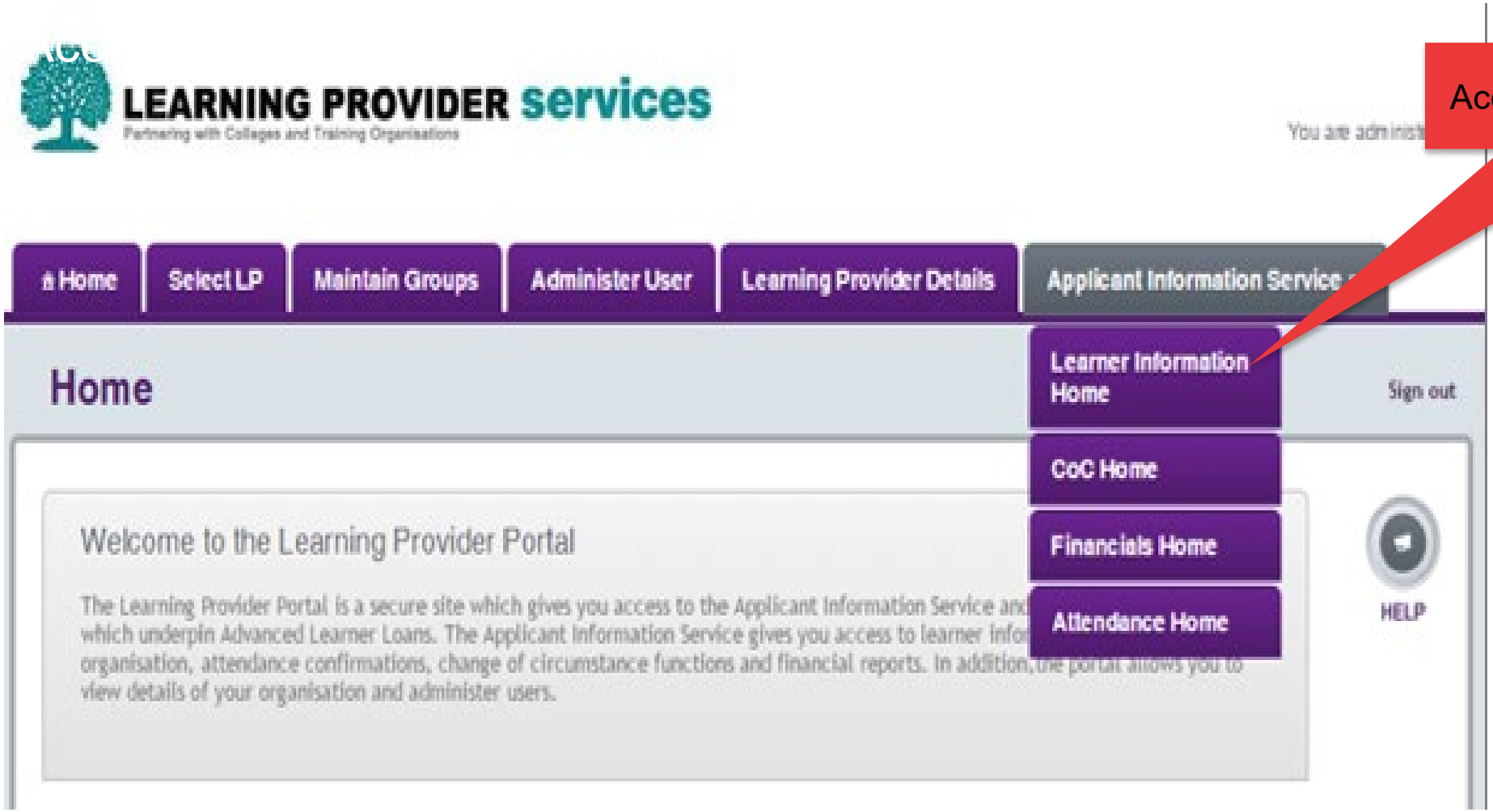

Access Learner information

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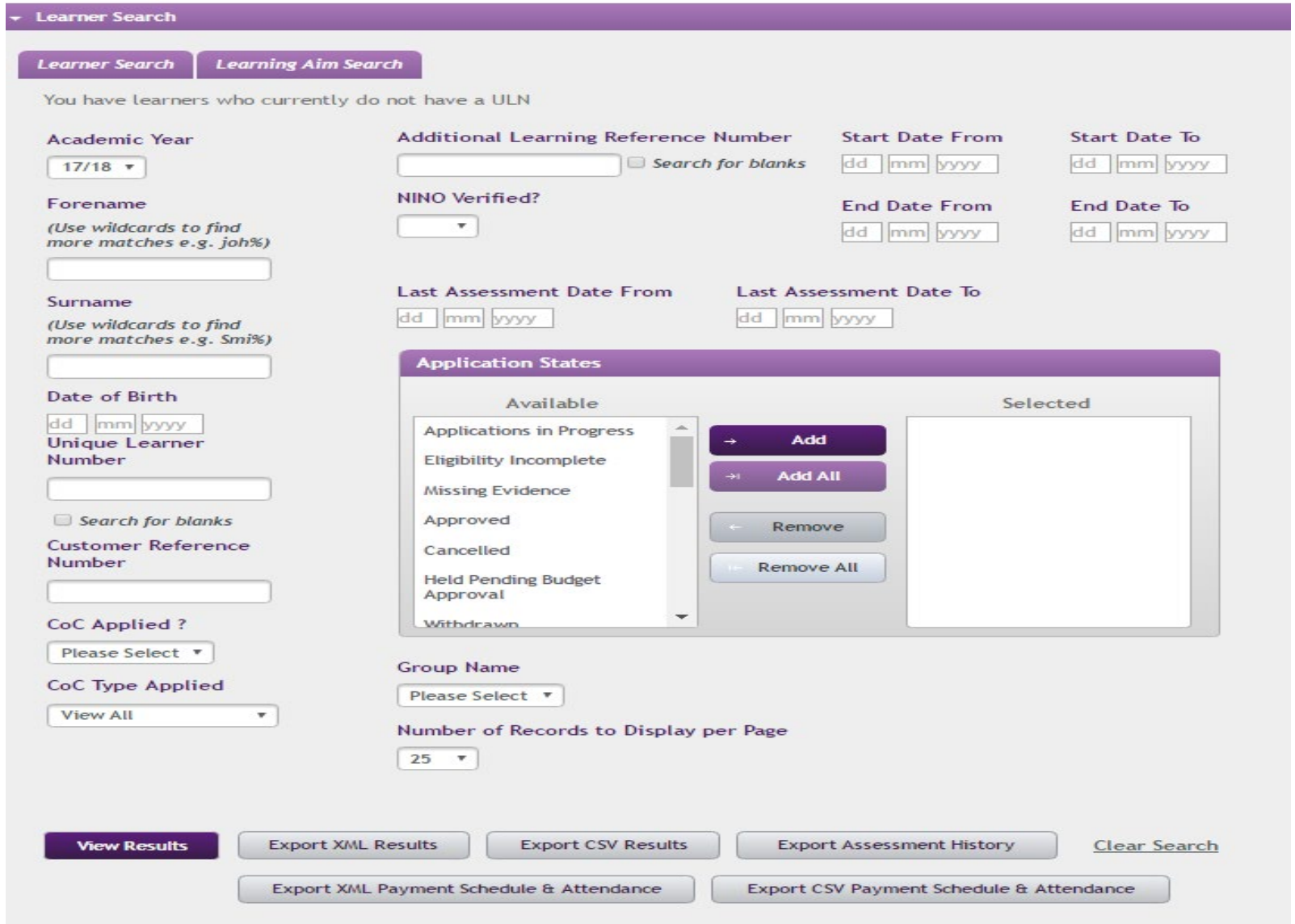
Learner Search allows you to:

- View Learner / Learning Aim Search
- Track submitted applications and their applications status
- Export learner details, payment schedules and assessment histories
- View newly approved work list



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The newly approved worklist can be located in your ‘Learner Information Home’ tab to allow you to track applications as they move to an approved state

Newly Approved Worklist

Sign out

Time Frame

Less than a Week

HELP

Display Worklist

Newly Approved WorkList

Full Name	Learning Aim	Start Date	End Date	Fee Amount	Entitlement Amount
HOOR-UL-ZOHRA AKRAM BAIG	Type: QCF Diploma Reference: 60326621 Diploma in Adult Care	01/10/2018	01/06/2019	£2,225.00	£2,225.00
DAISY APPS	Type: QCF Diploma Reference: 60156417 Diploma in Adult Ca...	01/10/2018	01/10/2019	£2,882.00	£2,882.00

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Learner Search

Learner Information Results

HELP

Screen provides in-depth information and also allows LP Administrators to update information such as the ULN

bottom

1 Displaying

Full Name	Application	ULN	Additio	Le	Amount	Amount	nce Payable
LP TRAINING	2108320			Type: QAA Access to HE Reference: 40010855 Access to HE Diplom...	£1,000.00	£0.00	£0.00
LP3 TRAINING	2108324			Type: QAA Access to HE Reference: 40010855 Access to HE Diplom...	£1,000.00	£1,000.00	£0.00
LP TRAINING2	2108322			Type: QCF Diploma Reference: 60126796 GCE A Level in Philo...	£1,000.00	£0.00	£0.00
XXXSTEPHENXXXX XXXXFORRESTERXXX	2005250			Type: QCF Diploma Reference: 60126103 NVQ Diploma in Rail...	£300.00	£0.00	£0.00

1 Displaying Page 1 of 1, 4 records found

Back to top

Submit Changes

Export XML Results | Export CSV Results | Export Assessment History | Clear Changes x

Export XML Payment Schedule & Attendance | Export CSV Payment Schedule & Attendance

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Home | Select LP | Maintain Groups | Administer User | Learning Provider Details | Applicant Information Service

Detailed Learner Information

Sign out

Expand All

HELP

Learner Information

Full name	LP TRAINING
Date of Birth	02/09/1987
Sex	Female
Customer Reference Number	75429453897
ULN	
Additional Ref No.	
Address Line 1	STUDENT LOANS CO LTD
Address Line 2	100 BOTHWELL STREET
Address Line 3	
Town	GLASGOW
County	
PostCode	G2 7JD
NINO Verified Flag	No
Group Name	

Submit Changes Cancel ×

Assessment Information

Current Payment Schedule & Attendance

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Expand All

Learner Information

Assessment Information

Current Application State: Missing Evidence

Application State Effective Date: 17/12/2019

Application State History

Application state hyperlinked to provide more information

Current Assessment

Assessment Date	CoC Types	Fee Amount	Loan Requested	Entitlement Amount	Balance Payable	Submitted by	
17/12/2019	Reinstate Application	£4,670.00	£4,670.00	£4,670.00	£0.00	SLC	Learning Aim Details

Assessment History

Assessment Date	CoC Types	Fee Amount	Loan Requested	Entitlement Amount	Balance Payable	Submitted by	
28/10/2019	Cancel Application	£4,670.00	£4,670.00	£0.00	£0.00	SLC	Learning Aim Details

Current Payment Schedule & Attendance

Back

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Correspondence

ME(Identity):Passport Details (Passport Number, Forename, Surname, Date of Issue and Date of Expiry)
ME(Identity):Original UK Valid Passport
ME(Identity):Original UK Birth Certificate
ME(Identity):Original Certificate of Naturalisation / Registration
ME(Identity):Original Adoption Certificate
ME(Identity):Completed ADIF

Close

UK National - outstanding Identity Evidence

Correspondence

ME(Status):Original In Date Passport with VISA
ME(Status):Original Immigration Status Document
ME(Status):Original Home Office Letter confirming Indefinite leave to Remain (if no VISA in Passport)
ME(Status):Original Bio-metric Residence Permit
ME(Residency):Address History for the last 3 Years
ME(Identity):Original In Date Passport with VISA
ME(Identity):Original Bio-metric Residence Permit
ME(Date Status Granted):Date Status was Granted

Close

ROW National – Outstanding evidence for Status, Residence, Identity and date status granted.

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Home | Select LP | Maintain Groups | Administer User | Learning Provider Details | Applicant Information Service

Detailed Learner Information

Expand All

Learner Information

Assessment Information

Current Application State	Cancelled	Application State History
Application State Reason	Auto - Missing Evidence	
Auto Cancelled Date	04/02/2018	

Current Assessment

Assessment Date	CoC Types	Fee Amount	Loan Requested	Entitlement Amount	Balance Payable	Submitted by	
19/12/2017	Cancel Application	£2,882.00	£2,882.00	£0.00	£0.00	SLC	Learning Aim Details

Assessment History

Assessment Date	CoC Types	Fee Amount	Loan Requested	Entitlement Amount	Balance Payable	Submitted by
No assessments found						

Application State History

Application State	Application State Reason	Effective From	Effective To	Last Updated By
In Data Entry		18/12/2017	19/12/2017	Ws24Plus
Missing Evidence		19/12/2017	04/02/2018	Auto
Cancelled	Auto - Missing Evidence	04/02/2018		Auto

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Selecting the Learning Aim Details section will present details on specific qualification information

Learner Information

Assessment Information

Current Application State: Approved

Application State Effective Date: 04/11/2019

Application State History

Current Assessment

Assessment Date	CoC Types	Fee Amount	Loan Requested	Entitlement Amount	Balance Payable	Submitted by	
21/10/2019		£5,421.00	£5,421.00	£5,421.00	£0.00	Learner	Learning Aim Details

Learning Aim Details

Learning Aim	Reference	Learning Aim Type	Learning Aim Level	Start Date	End Date	Course Trainer	Course Location
Diploma in Art & Design - Foundation Studies	50053164	QCF Diploma	Level 3	02/09/2019	26/06/2020		

Submit Changes Cancel

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Learner Information

Assessment Information

Current Payment Schedule & Attendance

There are no pended reasons

Scheduled Payment Date	Actual Payment Date	Payment Amount	Payment Status	Attendance Confirmation Date	Attendance Confirmation Status	Submi
15/08/2018	19/09/2018	£222.50	Paid	27/08/2018	In Attendance	THOM
19/09/2018	19/09/2018	£222.50	Paid	01/09/2018	In Attendance	THOM
17/10/2018		£222.50	Scheduled	01/10/2018	In Attendance	THOM
21/11/2018		£222.50	Scheduled	01/11/2018	Awaiting Confirmation	SLC 11/09/2018 12:00
19/12/2018		£222.50	Scheduled	01/12/2018	Awaiting Confirmation	SLC 11/09/2018 12:00
16/01/2019		£222.50	Scheduled	01/01/2019	Awaiting Confirmation	SLC 11/09/2018 12:00
20/02/2019		£222.50	Scheduled	01/02/2019	Awaiting Confirmation	SLC 11/09/2018 12:00
20/03/2019		£222.50	Scheduled	01/03/2019	Awaiting Confirmation	SLC 11/09/2018 12:00
17/04/2019		£222.50	Scheduled	01/04/2019	Awaiting Confirmation	SLC 11/09/2018 12:00
15/05/2019		£222.50	Scheduled	01/05/2019	Awaiting Confirmation	SLC 11/09/2018 12:00

1 Displaying Page 1 of 1, 10 records found

Payment cannot be made until NINO has been verified, ULN has been entered and provider has confirmed the learner's attendance

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Learner Search

Learner Information Results

Go to bottom

1 Displaying Page 1 of 1, 4 records found

Full Name	Application	ULN	Additional Ref No	Learning Aim	Fee Amount	Entitlement Amount	Balance Payable
LP TRAINING	2108320			Type: QAA Access to HE Reference: 40010855 Access to HE Diplom...	£1,000.00	£0.00	£0.00
LP3 TRAINING	2108324			Type: QAA Access to HE Reference: 40010855 Access to HE Diplom...	£1,000.00	£1,000.00	£0.00
				Type:			

Submit Changes

Export XML Results | Export CSV Results | Export Assessment History | Clear Changes ×

Export XML Payment Schedule & Attendance | Export CSV Payment Schedule & Attendance

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Pre-Liability

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Pre-Liability - Compliance

Adding Unique Learner Numbers	99% submission accuracy	ULNs to be entered within 6 weeks of the learning aim start date. Where an application is received more than 4 weeks after the learning aim start date, the ULN must be entered within 2 weeks of the application received date
Check information (e.g. Fee Charged, Learning Aim, Start Date etc) and make any necessary changes	100% accuracy for approved applications before initial and subsequent attendance confirmations	No timescale proposed. It is a condition of Attendance Confirmation that details are correct

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Pre-liability – before initial attendance confirmed

The types of changes that can be made to a pre-liability application are:

- ✓ Change of fee charged
- ✓ Change of loan amount requested (decrease only)
- ✓ Change of learning aim details
- ✓ Change of learning provider
- ✓ Cancellation
- ✓ Re-instatement (if the application is cancelled)

Learner Auto Cancellations

OWNER	ACTION	TIMEFRAME
Learner	Auto-cancelled In Data Entry	30 days
Learner	Auto-cancelled Missing Evidence	45 days
Learner	Auto-cancelled Eligibility Incomplete	45 days

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Detailed Learner Information

Expand All

Learner Information

Full name	BAT SESSION 9 TEST 1
Date of Birth	11/11/1977
Sex	Female
Customer Reference Number	29882209151
ULN	
8120030019	
Additional Ref No.	
525252525323	
Address Line 1	STUDENT LOANS CO
Address Line 2	MEMPHIS
Address Line 3	LINGFIELD POINT
Town	DARLINGTON
County	COUNTY DURHAM
PostCode	DL1 1AS
NINO Verified Flag	No
Group Name	BAT Group TWO

Submit Changes Cancel ×

Assessment Information

Current Payment Schedule & Attendance

Create CoC Back

A CoC can be created for a single user from the Detailed Learner Screen

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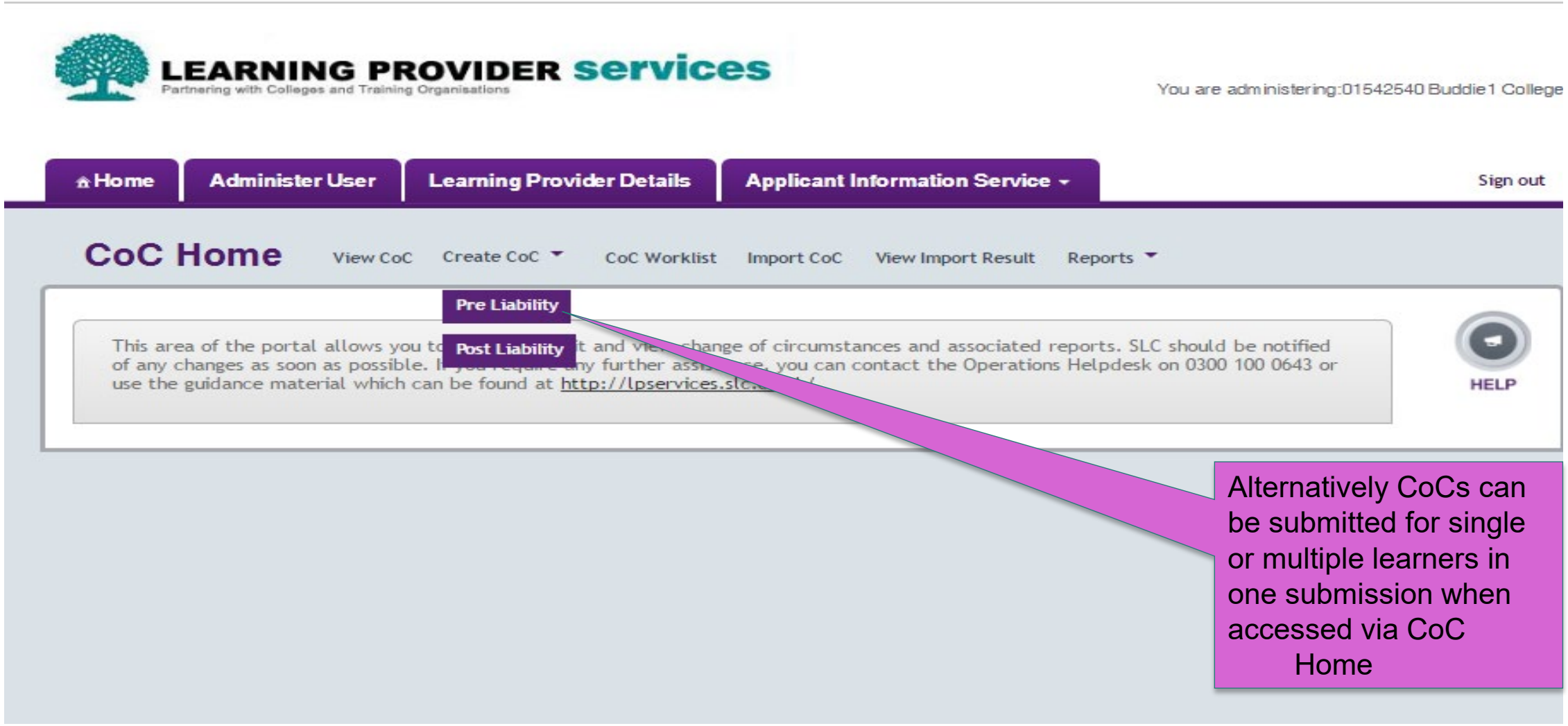

Alternatively CoCs can be submitted for single or multiple learners in one submission when accessed via CoC Home

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After selecting a learner, from the Detailed Learner Information page select create CoC – the next screen will confirm the learners that have been selected

Detailed Learner Information

Expand All

Learner Information

Full name	MARK EXT14
Date of Birth	12/06/1981
Sex	Male
Customer Reference Number	01083648983
ULN	
8312617689	
Additional Ref No.	
Address Line 1	STUDENT LOANS CO LTD
Address Line 2	100 BOTHWELL STREET
Address Line 3	
Town	GLASGOW
County	
PostCode	G2 7JD
NINO Verified Flag	No
Group Name	

Assign Group

Submit Changes Cancel ×

Assessment Information

Current Payment Schedule & Attendance

Create CoC Back

Create CoC

Learner Details

HELP

You have selected 1 learner application to apply this CoC to.

Learner Information Details

Full Name	ULN	Additional Ref No	Learning Aim
MARK EXT14	8312617689		Diploma in Health & Social Care (Adults) for England (QCF), QCF Diploma (50111942)

1 Displaying Page 1 of 1, 1 records found

Next Cancel ×

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Create CoC

Learner Details

Change of Circumstance

Available

Early Completion
Withdrawal
Suspension
Resumption
Fee Charged
Learning Aim Details
Loan Requested

Add
Add All
Remove
Remove All

Selected

Next
Back

Select the CoC required and select ‘Add’

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Create CoC

Learner Details

Change of Circumstance

Change of Circumstance Details

Change Loan Requested

Decrease Loan Requested?

Yes No

Effective Date

11 09 2015

Next Back

Effective Date cannot be in the future

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Create CoC

- Learner Details
- Change of Circumstance
- Change of Circumstance Details
- Contact Details

Title	First Name(s)	Surname	Department	Telephone Number	Email Address	
Dr	alan	john	cpc	000000000	john@aol.com	

Next Back

Select the appropriate radio button to assign a contact against the CoC submission this will be visible within the assessment history

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Create CoC

Summary

You have selected 1 learner application to apply this CoC to.

Change of Circumstance

- Loan Requested

Change Loan Requested

Decrease Loan Requested?	✓
Loan Requested	£1,000.00

Effective Date

22/05/2013

Contact Details

Title	Dr
First Name(s)	alan
Surname	john
Department	cpc
Telephone Number	000000000
Email Address	john@aol.com

Submit Cancel

You can review the change before you submit – option available at this stage to cancel

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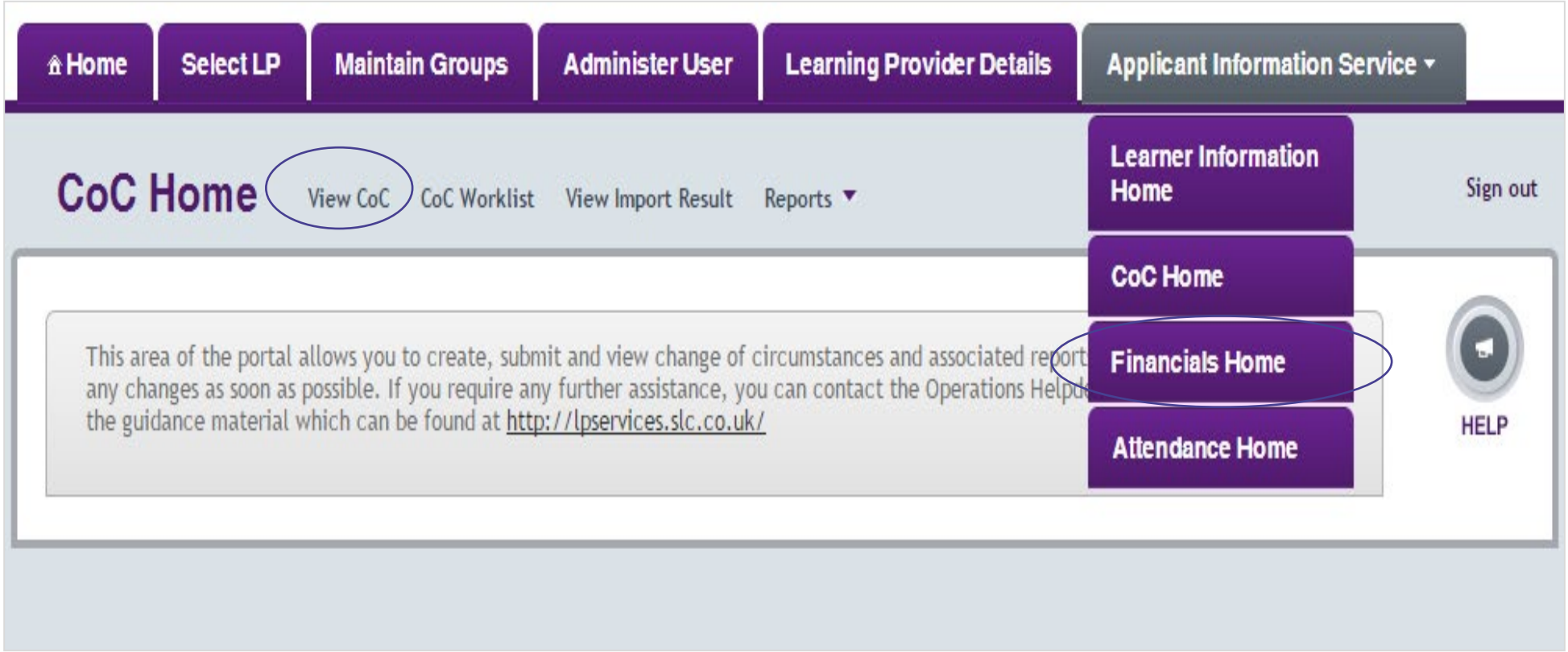
LP CoC Advisors and Administrators are able to search previously submitted CoCs



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CoC Search

Customer Reference Number (CRN)

Academic Year
21/22

Financial Year
Please select

Forename
(Use wildcards to find more matches e.g. joh%)

Surname
(Use wildcards to find more matches e.g. Smi%)

Additional Learner Reference Number

Unique Learner Number (ULN)

CoC Status
- [x] Processed
- [ ] Submitted

CoC Types

Available		Selected
Early Completion	Add	Fee Charged
Withdrawal	Add All	
Suspension	Remove	
Resumption	Remove All	
Learning Aim Details		
Loan Requested		
Learning Provider		

Date of Birth
dd mm yyyy

Learning Aim
(Use wildcards to find more matches e.g. Mat%)

Reference

Learning Aim Start Date
dd mm yyyy

Learning Aim End Date
dd mm yyyy

CoC Submitted Date From
dd mm yyyy

CoC Submitted Da
dd mm

Group Name
Please Select

Number of Records to Displ er Page
25

View Results | Export XML Results | Export CSV Results | Clear Search

You can enter criteria appropriate to your search – you can then either view the results on screen or choose to export

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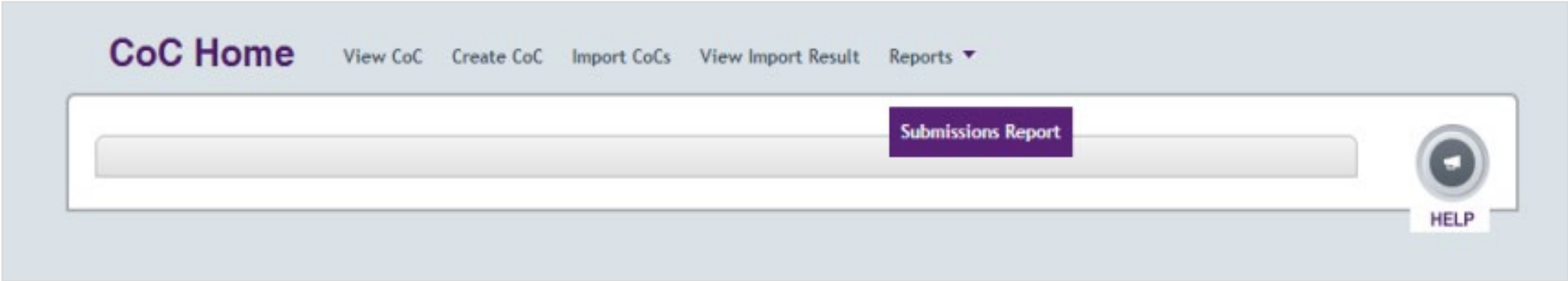

The report can detail the number of CoCs raised for each category, the total number raised and the percentage that each category represents of the total raised

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Coc Submission Report

1

Early Completion	Withdrawal	Suspension	Resumption	Learning Aim Details	Fee Charged	Loan Requested	Cancel Application	Reinstate Application	Learning Provider	Total
7 (1.98%)	6 (1.7%)	34 (9.63%)	4 (1.13%)	203 (57.51%)	38 (10.76%)	0 (0%)	26 (7.37%)	35 (9.92%)	0 (0%)	353

1

The results will appear as a pop up on screen

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Attendance Confirmations

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Pre-Liability - Compliance

Initial Attendance Confirmation	99% submission accuracy	Attendance confirmation to be entered within 6 weeks of the learning aim start date if the application is approved. Where an application is approved more than 4 weeks after the learning aim start date, the attendance confirmation must be provided within 2 weeks of the approval date
Subsequent Attendance Confirmation	99% submission accuracy	A. 85% of learner attendance confirmations to be provided by payment drawdown date AND B. 99% of learner attendance confirmations to be provided within 60 days of payment drawdown date

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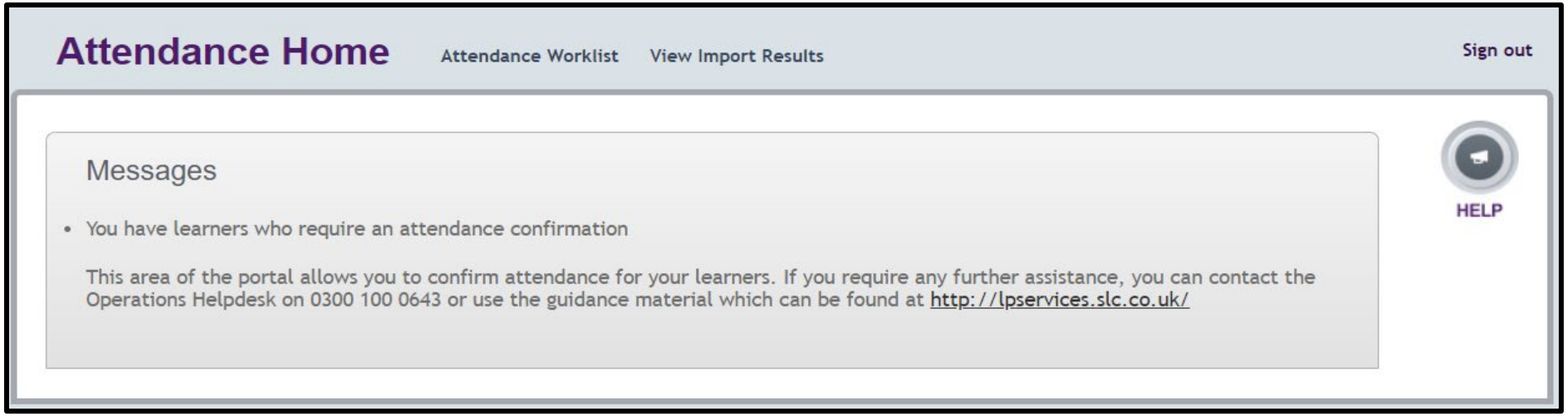
Confirming Attendance

Initial Attendance Confirmation	**Two weeks after the start of the learning aim**
Subsequent (Quarterly)	Attendance confirmation points fixed at **1st August,1st November, 1st February and 1st May**
Assumed Attendance	Attendance is assumed on months in between fixed quarters



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Colour Coded First Attendance Confirmation and Hyperlinked required confirmations

View Results | Export XML Results | Export CSV Results | Clear Search

Saved | Awaiting first attendance confirmation | Apply to All on Page | Select

You are applying a change to 0 results

Warning! Setting initial Attendance Confirmation to 'Not In Attendance' will automatically cancel the application.

Full Name	ULN	Fee Amount	Entitlement Amount	Learning Aim	Confirmation Date	Apply Change	Required Confirmations
MXKNZ AEAMM		£1,000.00	£700.00	Start Date: 01/08/2018 End Date: 01/08/2019 Reference: 40002214 Access To Higher Ed...	15/08/2018	Awaiting Confirmation	5
				Start Date: 01/08/2018			

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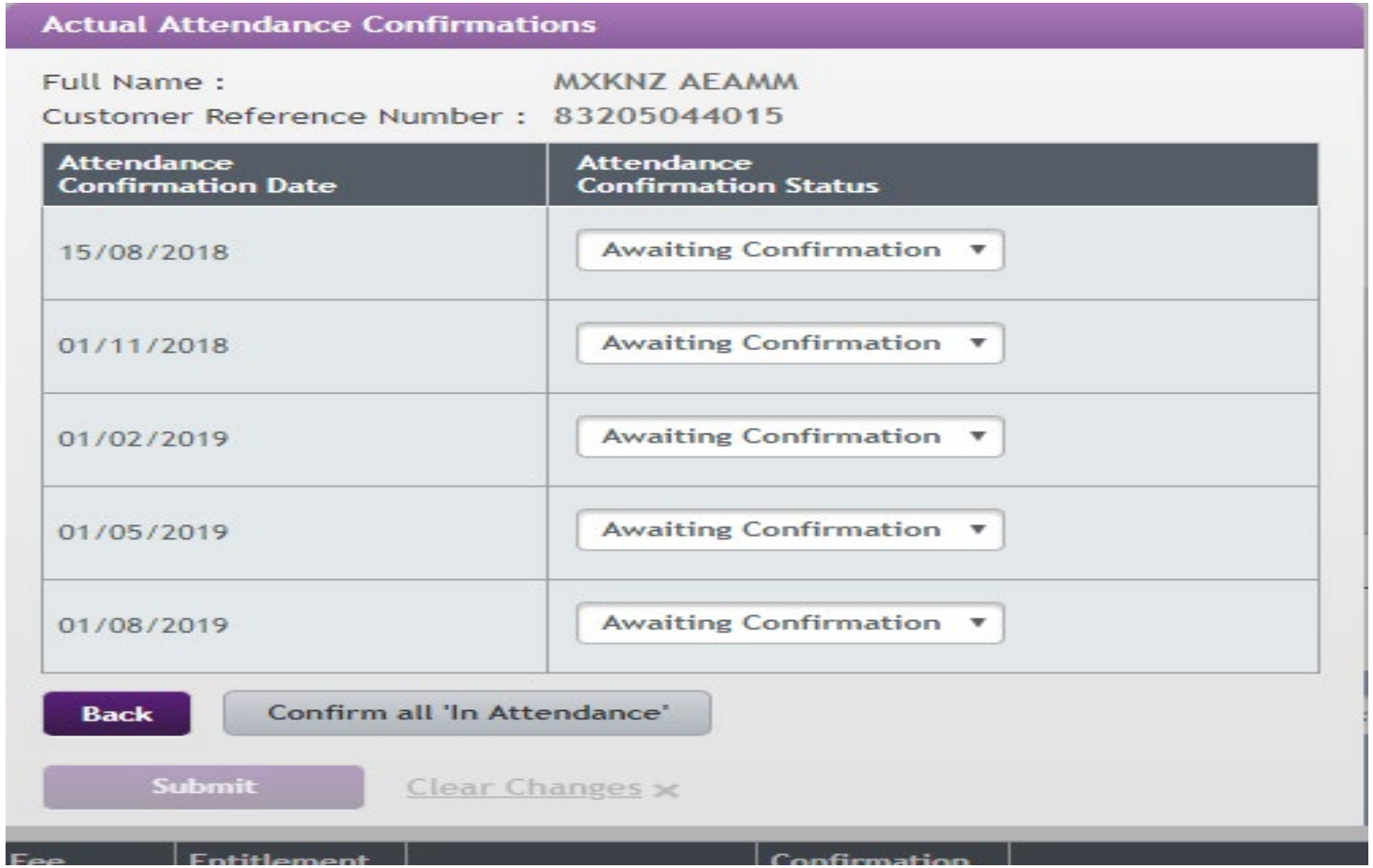
Pop-up to allow multiple attendance confirmations to be completed at once



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Ability to search for multiple required confirmations

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Type of confirmation that can be made	Code
Learner is in attendance – approve payment for release	**In Attendance**
Learner is confirmed as being not in attendance	**Not in Attendance #**
Learner is not in attendance by virtue of moving their start date to a later date (initial attendance only)	**Change Start Date**

A CoC reminder will automatically be created in the CoC worklist and the user should create the appropriate CoC to either withdraw or suspend the learner

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Attendance Management

Advanced Learner Loan

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Academic year 2021/22 payment and drawdown calendar

AY 2021/22 – August to July

M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
FQ	August 2021						AA	September 2021						AA	October 2021					
						1			1	2	3	4	5					1	2	3
2	3	4	5	6	7	9	6	7	8	9	10	11	12	4	5	6	7	8	9	10
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24
23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31
30	31																			
FQ	November 2021						AA	December 2021						AA	January 2022					
1	2	3	4	5	6	7			1	2	3	4	5						1	2
8	9	10	11	12	13	14	6	7	8	9	10	11	12 1	3	4	5	6	7	8	9
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23
29	30						27	28	29	30	31			24	25	26	27	28	29	30
														31						
FQ	February 2022						AA	March 2022						AA	April 2022					
	1	2	3	4	5	6		1	2	3	4	5	6					1	2	3
7	8	9	10	11	12	13	7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	21	22	23	24	25	26	27	18	19	20	21	22	23	24
28							28	29	30	31				25	26	27	28	29	30	
FQ	May 2022						AA	June 2022						AA	July 2022					
						1			1	2	3	4	5					1	2	3
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24
23	25	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31
30	31																			

A well thought out process is key to ensuring effective attendance management

Clear understanding of “not in attendance”, for learners, administration and teaching staff

FQ	Fixed quarter for attendance return	The months in the year when we need quarterly attendance confirmations. Learners will automatically appear on your attendance confirmation worklist.
	Drawdown date	You'll need to confirm attendance by this date to receive payment in that month. If you confirm attendance after the drawdown date, we will make the payment the following month.
	Payment date	The date when we will make a payment for all learners with a positive attendance confirmation.
AA	Assumed attendance	In these months, attendance is assumed. You do not need to submit a subsequent attendance confirmation. You may still submit initial attendance confirmations if you have learners reaching their initial liability point.

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Change of Circumstances: Post Liability

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Post Liability - Compliance

Suspensions	99%	A. 60% of suspension COCs submitted within 60 days of notification AND B. 99% of suspension COCs submitted within 90 days of notification
Withdrawals	99%	A. 60% of withdrawal COCs submitted within 60 days of notification AND B. 99% of withdrawal COCs submitted within 90 days of notification

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Change of Circumstances

Post-liability – after initial attendance confirmed

Changes that can be made are:

- ✓ Change of fee charged
- ✓ Change of loan amount requested (decrease only)
- ✓ Change of learning aim details
- ✓ Early completion
- ✓ Suspension
- ✓ Resumption
- ✓ Withdrawal

Changes that cannot be made are:

- X Increase in fee amount after course end date
- X Start date
- X End date (once passed)
- X Positive attendance confirmation after draw down
- X Learning Aim of a different type/level
- X Unable to cancel an application

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Early Completion

Learner completes their studies before scheduled learning aim end date

Balance will be paid in next payment run

CoC submitted in late January to reflect early completion of learning aim

Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
£50	£50	£50	£50	£50	£50	£50	£50	£50	£50
£50	£50	£50	£50	£50	£50	£200	£0	£0	£0

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Suspensions

Original start date: 12th August
Original end date: 2nd May
Effective date of suspension: **4th January**
Date of resumption: **8th April**
New end date: **28th July**

CoC submitted in late January

Attendance required from April

Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
£50	£50	£50	£50	£50	£50	£50	£50	£50	£50	N/A	N/A	N/A
£50	£50	£50	£50	£50	£50	£0	£0	£50	£50	£50	£50	N/A

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Withdrawals

- Impact of late notification of withdrawal
- When can a withdrawal be reversed?
- Fees Policy

CoC submitted in January to withdraw from learning aim

Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
£50	£50	£50	£50	£50	£50	£50	£50	£50	£50
£50	£50	£50	£50	£50	£50	£0	£0	£0	£0

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Auto Cancellations & Withdrawals

OWNER	ACTION	TIMEFRAME
Provider	Approved with missing ULN	90 days
Provider	Approved with no attendance confirmation (initial)	90 days
Provider	Approved with no attendance confirmation (subsequent)	365 days
Provider	Suspended	18 months

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Financial Reporting

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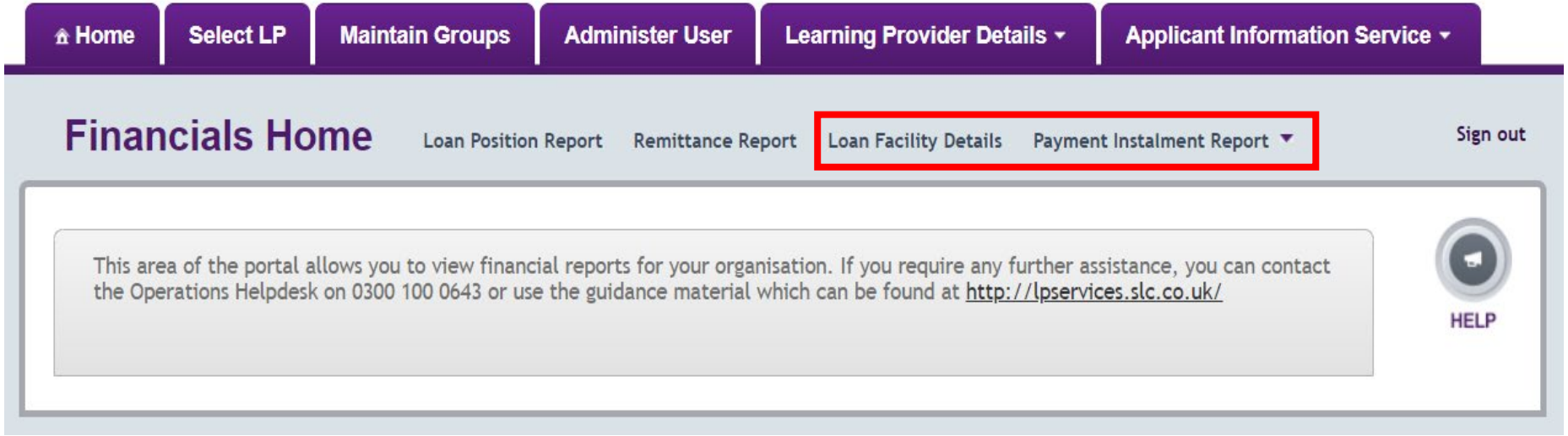
Financial Reports



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Loan Facility Details (LFD) – 21/22

Academic Year

21/22

Display Details

HELP

Please note that the details returned on this report will be correct as at the close of business last night.

Academic Year 21/22

	Details	Message
Contract End Date	31/07/2022	
Loan Facility Start Date	01/08/2021	
Loan Facility End Date	31/07/2022	
Loan Facility Allocation Amount	£2,492,284.00	
Loan Facility Amount Used	£1,972,974.36	
Loan Facility Percentage Used	79.16%	
Loan Facility Amount Remaining	£519,309.64	

View History

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Payment Instalment Report (PIR) – 21/22

		Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Year To Date
Approved for Payment														
Paid	Paid	£10,459.47	£4,642.32	£24,421.49	£362,501.68	£249,589.78	£217,278.74	£192,733.25	£205,637.23	£0.00	£0.00	£0.00	£0.00	£1,267,263.96
Scheduled with Attendance Confirmed	Ready for Payment	-£16.41	-£16.41	£1,061.84	£309.84	£1,061.84	£1,061.84	£1,893.47	£881.42	£182,535.28	£0.00	£0.00	£0.00	£188,772.71
	Missing NINO	£0.00	£0.00	£335.78	£335.78	£335.78	£335.78	£335.78	£335.78	£335.78	£0.00	£0.00	£0.00	£2,350.46
Scheduled Awaiting Attendance Confirmation	Attendance confirmation only required	£646.10	£1,070.65	£1,070.65	£1,433.48	£1,354.42	£6,049.25	£10,279.41	£11,258.18	£10,989.46	£193,524.52	£192,918.46	£72,241.31	£502,835.89
	Missing NINO	£0.00	£338.40	£338.40	£338.40	£338.40	£338.40	£495.23	£495.23	£495.23	£831.01	£830.99	£156.85	£4,996.54
	Missing ULN	£0.00	£0.00	£0.00	£0.00	£0.00	£423.00	£840.00	£840.00	£1,048.33	£1,048.33	£1,048.33	£1,048.33	£6,296.32
	Missing NINO and ULN	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Approved	Awaiting Signature	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Total		£11,089.16	£6,034.96	£27,228.16	£364,919.18	£252,680.22	£225,487.01	£206,577.14	£219,447.84	£195,404.08	£195,403.86	£194,797.78	£73,446.49	£1,972,515.88
Offset														£0.00
Facility														£2,492,284.00
Percentage Usage of Facility														79.16%
Not Approved for Payment														
Missing Evidence	Missing Evidence	£0.00	£391.42	£391.42	£391.42	£391.42	£651.73	£651.73	£651.73	£651.73	£651.73	£651.73	£651.74	£6,127.80
Eligibility Incomplete	Missing Information	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Total		£0.00	£391.42	£391.42	£391.42	£391.42	£651.73	£651.73	£651.73	£651.73	£651.73	£651.73	£651.74	£6,127.80

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Summary of LFD / PIR

Due to their different functions, the Payment Instalment Report (PIR) total will not always match the Loan Facility Details (LFD) screen:

LFD

- Includes applications with scheduled payments
- Takes into account applications where NINO not yet verified
- Includes learners whose learning aim started in a previous A/Y and are still in learning
- Applications pre-approved not included
- LFD captures suspended applications instalments

PIR

- PIR only includes suspended applications' instalments up to the point of the suspension date
- PIR could include payments from previous academic years

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Warning Messages

Loan Facility Percentage Used	Message on LP Portal	Email Generated
80%	✓	×
90%	×	✓
100%	✓	✓

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Funding

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Funding Reviews & Requirements

- 2 review points each academic year (PMP1 & 2)
- ILR data accuracy
- Financial Health
- Oftsed Report
- Compliance against SLC Service Standards
- Next Steps – refer to funding policy (link below)

https://www.gov.uk/government/publications/advanced-learner-loans-funding-rules-2022-to-2023/advanced-learner-loans-funding-rules-2022-to-2023

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Advanced Learner Loans and Repayment

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Essential Messages for Learners

- Loans are not subject to credit checks & will not appear on credit files
- Repayment will start in the April after the learner completes / withdraws from their course
- Interest accrues from first payment until balance is paid in full
- Deductions taken directly from salary
- Self-employed make repayments as part of annual self-assessment tax return

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Essential Messages for Learners

- Repayment threshold is £27,295
- Voluntary repayments possible
- Repayments will stop if income drops below threshold
- Loan balance written off after 30 years
- Access to HE - outstanding balance written off when learner completes subsequent HE course

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Case studies

Situation

James has submitted an application which is now approved

The provider notices that James is not on the attendance work list and attendance cannot be confirmed

Outcome

The provider has not yet had the opportunity to enter the ULN for James

Once this has been entered James will appear on the attendance work list and attendance can be confirmed

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Situation

Megan has an approved loan where attendance has been confirmed

Six months into the course, it comes to light that she has not actually accessed her legal entitlement for a first full level 3 qualification

Outcome

The provider must reduce Megan's fee liability to zero

A withdrawal is not required unless attendance was confirmed in error (i.e. the learner did not attend)

SLC will recover the overpayment from future loans payments

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Situation

Olivia's application is post-liability

Olivia has decided to transfer to a different course in agreement with her provider

It is the same level and type

It is also designated for Advanced Learner Loans

Outcome

A change of learning aim can be made post-liability as Olivia is transferring to a learning aim of the same level and type

A new LAFIL should be given to Olivia in advance of the change being implemented

The provider should submit a Learning Aim Details CoC (and Fee Amount CoC if necessary)

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Situation

Alex is already on course and has decided to transfer to a different course at the same level and type

The new course is eligible for Advanced Learner Loan funding

However, the new learning aim was only deemed eligible *after* the start date of the original learning aim

Outcome

As Alex is transferring to another aim outside of what policy will allow, the original application will need to be withdrawn

The effective date of the Withdrawal CoC should reflect the last date of attendance on the original learning aim

Loan liability is directly linked to the duration of attendance; therefore the course fee should not be reduced

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Situation

Due to personal circumstances, Emily is unsure if she can keep up with her course work and is wondering what to do?

What should you consider in these circumstances?

What would you suggest?

Outcome

As the withdrawal was not submitted in error this cannot be reversed

As Cara withdrew from her course, she will now have to submit a fresh application and use another of her (up to four) loan entitlements

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Situation

Cara withdrew from her learning aim five weeks ago

She has returned to the provider to ask if she can resume on the course

Outcome

As the withdrawal was not submitted in error this cannot be reversed

As Cara withdrew from her course, she will now have to submit a fresh application and use another of her (up to four) loan entitlements

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Cyber-Attacks:
Minimising the Impact to Learning Providers, Learners & SLC

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Data Sharing Agreement

A description of the Personal Data Breach including, where possible, the categories and approximate number of Data Subjects concerned and the categories and approximate number of Personal Data records concerned;

Contact details of the Data Protection Officer or other contact point where more information can be obtained;

A description of the likely consequences of the Personal Data Breach;

A description of the measures taken or proposed to be taken by the Processing Party to address the Personal Data Breach, including, where appropriate, measures to mitigate its possible adverse effects;

The Processing Party shall co-operate with the Controller Party and take such reasonable steps to assist the Controller Party in the investigation, mitigation and remediation of each such Personal Data Breach.

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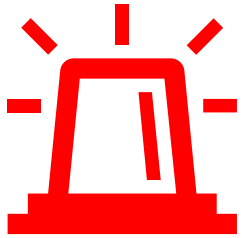
- In the past 12 months, there have been 10 incidents where SLC have responded to Providers who have suffered a cyber-attack.



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- The two most common types of cyber-attack that Education Providers experience are -

Ransomware

Exploitation of known vulnerabilities / poor security configuration

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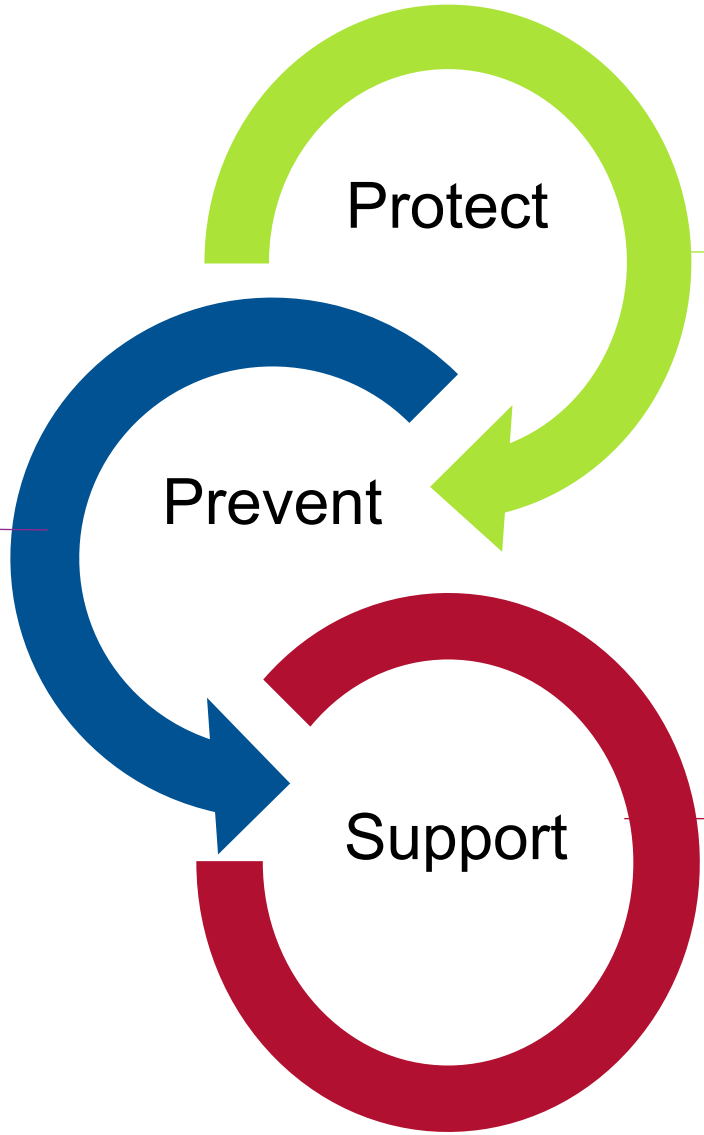
Why Do We Need To Know?



Protect SLC's IT Infrastructure

Prevent Data Loss

Provide Support to LPs / Learners

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What Do We Need To Know?

Are contact channels secure? – Are e-mails, phone lines, Microsoft Teams available?

Does the LP know if student finance data has been compromised?

What systems does the LP have access to still?

Is the LP's ability to perform Portal functions compromised? (i.e., attendance, CoCs)

What comms with learners? – Are there FAQs or interim processes that we can direct learners to contact regarding the incident

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What Do We Need To Know?

What is the LP contingency plan for returning data to SLC?

How does LP know if learners are engaged in learning?

What support/ information do you require from SLC currently?

Any other relevant queries depending on the nature of the breach?

Has LP email system has been compromised. The PSD will not respond to any phone or email queries until this can be assured.

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Resources & Support

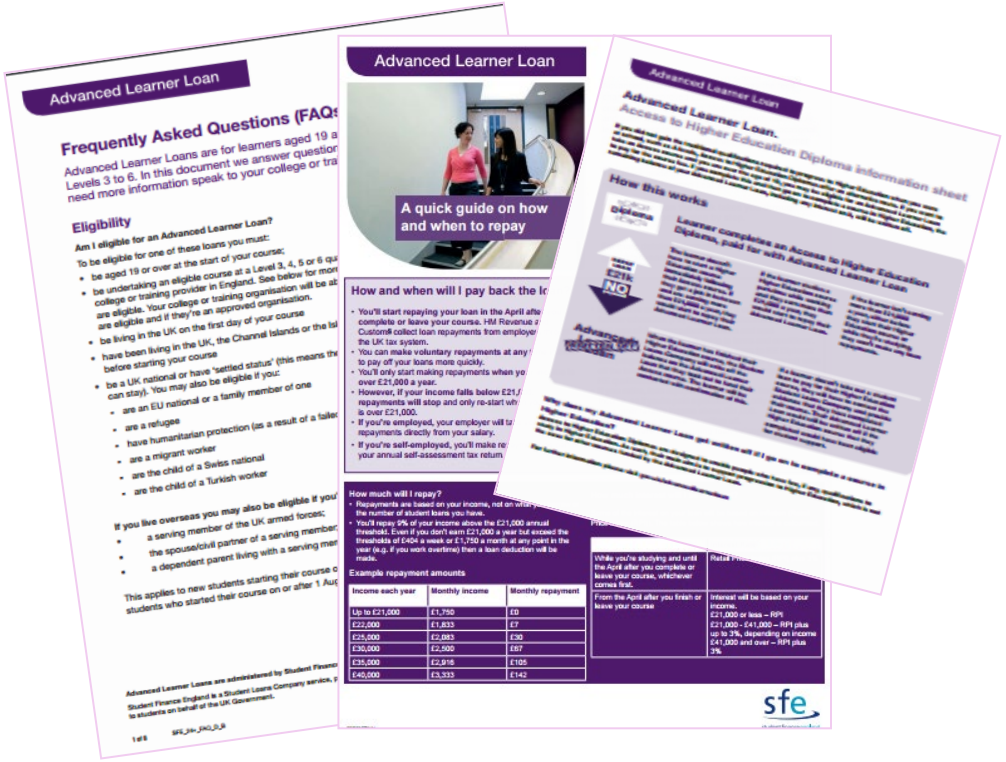
Learner facing Information and Guidance:
www.practitioners.slc.co.uk/further-education

Partners Support Desk:
lpservices@slc.co.uk / 0300 100 0643

Learner Help Line:
0300 100 0619

ESFA Funding & Performance Management Rules 2022/23:

https://www.gov.uk/government/publications/advanced-learner-loans-funding-rules-2022-to-2023/advanced-learner-loans-funding-rules-2022-to-2023



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