



Advanced Learner Loan  
Learning Provider  
Portal Training Events  
**Questions & Answers**



# Contents

	page
Application Process/Evidence	1
Confirming Attendance	2
Submitting Changes	3
Repayment	4
Resources	4



# Application Process/Evidence

## **When is the deadline for learner's submitting their applications?**

Learners need to apply for their Advanced Learner loan before the end of the designated course. If an application is received by the last day of the Learning Aim it will be accepted for consideration, even if there is outstanding information or evidence.

## **Should we confirm attendance for learners whose surnames mismatch their enrolments due to not updating their passports e.g., got married but haven't yet updated their passport?**

The information should match, and the learner would need to provide evidence of their change of name. We can accept photocopies of evidence e.g., marriage/divorce certificate.

## **A learner has been approved and we have confirmed their attendance, but payment has not been made as the portal states NINO not verified. How long does this take to update?**

The National Insurance Number (NINO) file is sent to the Department for Work & Pensions (DWP) the Wednesday after the application is approved, and the DWP then return the file the following Wednesday. Therefore, it can sometimes take up to two weeks for the NINO to move to verified.

Whilst you can confirm attendance, payment will not be issued in respect of the learner until their NINO has been verified.

If the NINO is still not verified after two weeks, it could be that the learner has provided us with the wrong NINO or the learner has set up a duplicate account. The learner should contact us in this instance to discuss.

## **If an EU National applies for an Advanced Learner Loan and their application is at Missing Evidence, what information will the provider be able to see on the portal?**

When a provider selects the Missing Evidence hyperlink, they will be able to see the type of evidence we can accept from the learner. This will include proof of their EU Settlement Scheme (EUSS) status from the Home Office. The learner should generate their 'proof of status' share code on gov.uk, and email this to us as requested. The share code remains valid for 30 days.

If we do not receive the share code, the application will move to auto cancelled in line with the auto cancellation process for all Missing Evidence applications (after 45 days).

## **Do providers need to issue a new LAFIL and put a copy in the learner's file if anything alters relating to their course details?**

The funding rules currently state that when there is a change to a learner's qualification or fees the learner should be given an updated LAFIL and a copy retained in their file.

**Is there a period of grace that the ESFA will accept between the start date provided on the LAFIL and the actual course start date?**

Question raised with the ESFA for clarification.

**How do I change the contract manager details showing on the portal if they are incorrect?**

If your contract manager's name, telephone number or email address changes, you should update these on the UKRLP website. You should then also send an email with the correct information to [loans.businessops@education.gov.uk](mailto:loans.businessops@education.gov.uk) and copy in your ESFA territory manager.

ESFA will then update the details and send them to us in the monthly update file.

**Do you chase learners for missing evidence?**

We contact learners twice by their chosen method of communication (email or post) to request they provide the necessary evidence. If this is not provided, the application moves to auto cancelled after 45 days. No further correspondence is issued however, if the evidence is provided, our assessors will then reinstate the application. The learner will not be required to submit a fresh application.

## Confirming Attendance

**Where can I find the Payment & Drawdown Calendar?**

It is available on the LP Services website under the 'Resources' tab - select Factsheets where you can find the Payment and drawdown calendar for academic years 2021/22 and 2022/23.

**What evidence should be kept in learners file to confirm learning and attendance has taken place?**

Providers should have robust internal attendance monitoring procedures in place. As the SLC do not carry out audits with providers, we rely on accurate attendance confirmations to ensure you are paid correctly. The ESFA audit providers and therefore require documentary evidence that the learner has attended, and that teaching / learning has taken place.

## Submitting Changes

### **If a learner has stopped attending and we are unable to confirm attendance (we are trying to re-engage learning) when should the loan be suspended?**

It will be up to you to determine how long your organisation spends trying to re-engage the learner but be mindful that to be compliant against the service standards, you should notify us of a suspension or withdrawal within 90 days (60% within 60 days, 99% within 90 days).

You can suspend a learner on the portal whilst you try to establish their enrolment status. SLC do not require you to enter a proposed end date. You should agree a return date with the learner for ILR purposes, but this can be provisional and can be changed. Please refer to your ILR guidance.

### **Can a learner suspend their learning more than once? At what point will their application become auto withdrawn?**

Learners can be suspended and reinstated as and when required; there are no restrictions on the number of times a learner can be suspended. The auto withdrawal will take place 18 months after the effective date of the latest period of suspension.

### **I cancelled an application, but the learner later started attending on that course. When I tried to reinstate the cancelled application, I was not able to do so. Why is that?**

Where an application is cancelled, a provider can reinstate if required if this is within 60 days of the application moving to the cancelled stage. We count this period from the effective date of the original cancellation CoC to the date of the reinstatement. This applies to both manually and automatically cancelled applications. If you try to reinstate an application after the 60 days, you will get an error message:

'It is not possible to reinstate a cancelled application after 60 days. Please ask learner to contact SLC.'

### **If I submit a Resumption CoC once a learner returns from a suspension (break in learning) and push out the end date, are there any rules governing how far into the future this date can be set?**

When you resume a learner, the total duration of their course (in terms of payment periods) should not exceed the maximum set for this type of learning aim. For example, for a course of maximum 3 years' duration, the total number of payment periods (i.e., from start date to suspension date plus resumption date to end date) should not be more than 36 (3x12) in total.

## Repayment

**Do learners start repaying in the April after they suspend, or is it just after they withdraw or complete their course?**

Learners move into repayment only when they have completed or withdrawn from their course. This occurs the April after this date. This is known as their Statutory Repayment Due Date (SRDD).

## Resources

**Are there resources I can use with my learners for 21/22?**

Our Practitioner's website contains lots of useful support materials including fact sheets, quick guides, and videos: <https://www.practitioners.slc.co.uk/>

4.

