



Student Loans Company

## Higher Education Partner Contact Directory

SLC Area	Phone	Contact Hours	Email	Query Type
<b>Partner Services</b>				
<b>Partners Support Desk HEP Services</b>	0300 100 0642	Mon-Thurs 9am to 5:30pm Fri 9am to 5pm	<a href="mailto:hep_services@slc.co.uk">hep_services@slc.co.uk</a>	Point of contact for Higher Education Providers with queries regarding the Courses Management Service (CMS), Student Information Service (SIS), tuition fee payments, change of circumstances or student or partner specific issues.
<b>Account Management HEP Services</b>	<a href="#">Regional Contact</a>		<a href="#">Regional Contact</a>	Higher Education Provider Account Managers providing guidance and best practice, performance and monitoring, an escalation point for HEPs and system enhancement information.
<b>Partners Support Desk Learning Provider Services</b>	0300 100 0643	Mon-Thurs 9am to 5:30pm Fri 9am to 5pm	<a href="mailto:lpsservices@slc.co.uk">lpsservices@slc.co.uk</a>	Point of contact for Learning Providers regarding Advanced Learner Loan operational queries such as individual learner issues, application processing, user admin, payments and system issues.
<b>Higher Education Provider Referrals</b>			<a href="mailto:HEP_referrals@slc.co.uk">HEP_referrals@slc.co.uk</a>	Point of contact for education providers to advise SLC of the eligibility status of their students.
<b>Bursaries Administration Service</b>	0300 100 0642	Mon-Thurs 9am to 5:30pm Fri 9am to 5pm	<a href="mailto:bursary@slc.co.uk">bursary@slc.co.uk</a>	Point of contact to assist HE Providers in administering Bursary, Scholarship and Fee Waiver entitlements.
<b>Partner Services</b>			<a href="mailto:partner_services@slc.co.uk">partner_services@slc.co.uk</a>	Enquiries regarding stakeholder and partner engagement including Forum and working groups. Raising of systemic issues affecting students or partners.
<b>Partners Support Desk SFE Regulatory Queries</b>	0300 100 0618	Mon-Fri 10am to 4pm	<a href="mailto:ssin_queries@slc.co.uk">ssin_queries@slc.co.uk</a>	Detailed information about Student Finance England policy, regulations or for help with more complex assessment, eligibility or circumstantial questions. This communication channel is not intended for student specific queries.
<b>Partners Support Desk SFW Regulatory Queries</b>	0300 100 0618	Mon-Fri 10am to 4pm	<a href="mailto:sfwin_queries@slc.co.uk">sfwin_queries@slc.co.uk</a>	Detailed information about Student Finance Wales policy, regulations or for help with more complex assessment, eligibility or circumstantial questions. This communication channel is not intended for student specific queries.
<b>Funding Information Services</b>	<a href="#">Regional Contact</a>		<a href="mailto:fundinginformationpartners@slc.co.uk">fundinginformationpartners@slc.co.uk</a>	Enquiries from partners who communicate student finance information, covering materials, resources and support, covering Student Finance England, Student Finance Wales and Advanced Learner Loans.
<b>Events</b>	0141 306 2154	Mon-Fri 9am to 5:30pm	<a href="mailto:events@slc.co.uk">events@slc.co.uk</a>	Enquiries and requests regarding SLC partner events.



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<b>Student Finance England Disabled Student Allowances:</b>				
SFE Disability Advisers	01325 215194	Mon-Fri 9:30am to 4:30pm	<a href="mailto:disability_adviser@slc.co.uk">disability_adviser@slc.co.uk</a>	Contact mailbox for Disability Advisers with queries regarding DSA applications, evidence and DSA student specific issues.
SFE DSA Invoice Team	01325 215194	Mon-Fri 9:30am to 4:30pm	<a href="mailto:invoice_team@slc.co.uk">invoice_team@slc.co.uk</a>	Mailbox for invoice queries and replies to further information requests. Not intended for invoice submission as this should be via postal address and/or invoice system.
SFE Access Centre	01325 215194	Mon-Fri 9:30am to 4:30pm	<a href="mailto:access_centre@slc.co.uk">access_centre@slc.co.uk</a>	Queries from Needs Assessment Centres regarding eligibility and/or additional assessment recommendations.
SFE Needs Assessment Reports	01325 215194	Mon-Fri 9:30am to 4:30pm	<a href="mailto:needs_assessment_reports@slc.co.uk">needs_assessment_reports@slc.co.uk</a>	Mailbox for submission of encrypted needs assessment reports only.
<b>Student Finance Wales Disabled Student Allowances:</b>				
SFW Disability Advisers	0300 100 0602	Mon-Fri 9am to 3pm	<a href="mailto:sfw_disability_adviser@slc.co.uk">sfw_disability_adviser@slc.co.uk</a>	Contact mailbox for Disability Advisers with queries regarding DSA applications, evidence and DSA student specific issues.
SFW DSA Invoice Team	0300 100 0602	Mon-Fri 9am to 3pm	<a href="mailto:sfw_invoice_team@slc.co.uk">sfw_invoice_team@slc.co.uk</a>	Mailbox for invoice queries and replies to further information requests. Not intended for invoice submission as this should be via postal address and/or invoice system.
SFW Access Centre	0300 100 0602	Mon-Fri 9am to 3pm	<a href="mailto:sfw_access_centre@slc.co.uk">sfw_access_centre@slc.co.uk</a>	Queries from Needs Assessment Centres regarding eligibility and/or additional assessment recommendations.
SFW Needs Assessment Reports	0300 100 0602	Mon-Fri 9am to 3pm	<a href="mailto:sfw_needs_assessment_reports@slc.co.uk">sfw_needs_assessment_reports@slc.co.uk</a>	Mailbox for submission of encrypted needs assessment reports only.
<b>Other:</b>				
Security			<a href="mailto:phishing@slc.co.uk">phishing@slc.co.uk</a>	To raise any communications that are considered suspicious or fraudulent.