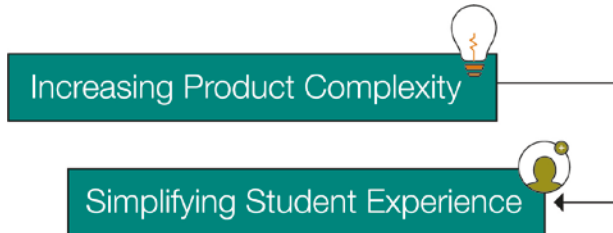
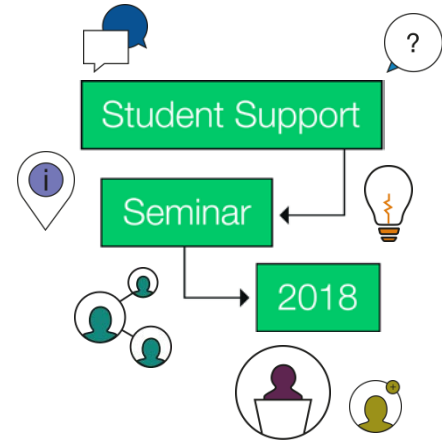


Student Finance England Operational Processing

David Cooper

Assessing Continuous Improvement Manager





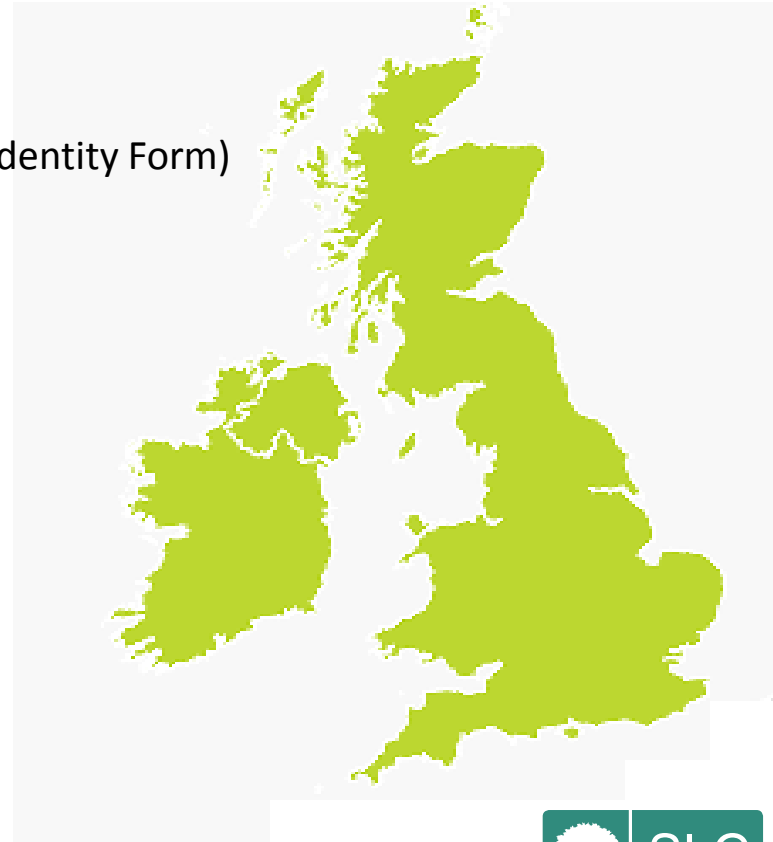
Pre-assessment Overview

- Mail Handling
- Batching and Scanning
- Indexing
- Data entry
- Evidence teams – UK, EU, Rest of the world
- Residency team – EU nationals & temporary break
- Exceptions
- Advanced Learner Loans and 24+
- Post Graduate Loans
- Quality Assurance



Common reasons for evidence rejection - UK

- UK Birth Certificates/ADIF (Applicants Declaration of Identity Form)
 - Occupation not acceptable
 - Students name does not match
 - Document is not original
 - Mobile number provided but no answer
- UK Passports (HMPO)
 - Date of Birth does not match account
 - Name does not match account





Common reasons for evidence rejection – EU

- EU Identification
 - Documents Expired
 - Students name does not match
- EU Residency
 - Evidence Supplied for incorrect dates
 - Student not named on documents
 - Tenancy agreements
 - Student cover letters only
 - Student does not use the residency envelope supplied





Common reasons for evidence rejection – Rest of the world (ROW)

- ROW Identification evidence
 - Documents Expired
 - Students name does not match
- Unable to provide evidence of 3 years 'lawful' status
- Unable to provide evidence of 3 years residency
- Home Office Checks
 - In extreme circumstances SLC can carry out checks with the home office, however this can be a lengthy process and is not ideal for the student





Assessing Overview

- Core Processing
 - EU students
 - Travel Grant
- Independent Students
- Migrant Worker
- Processing Tier 2
 - Resolution
 - Discretionary payments
- Quality Assurance
- Continuous Improvement





Income Assessments

- ‘Sponsors’ income
 - Who are ‘sponsors’
 - Thresholds – Under scale and Over scale
 - Prior year vs. Previous year
- HMRC check
 - Variance
 - Further evidence – Financial Evidence Confirmation Form
 - Income not checked with HMRC
- Current Year Income





Compelling Personal Reasons (CPR)

- CPR overview



- The award of any additional years of fee support due to mitigating circumstances.
- Awarded based on the strength of the evidence received.

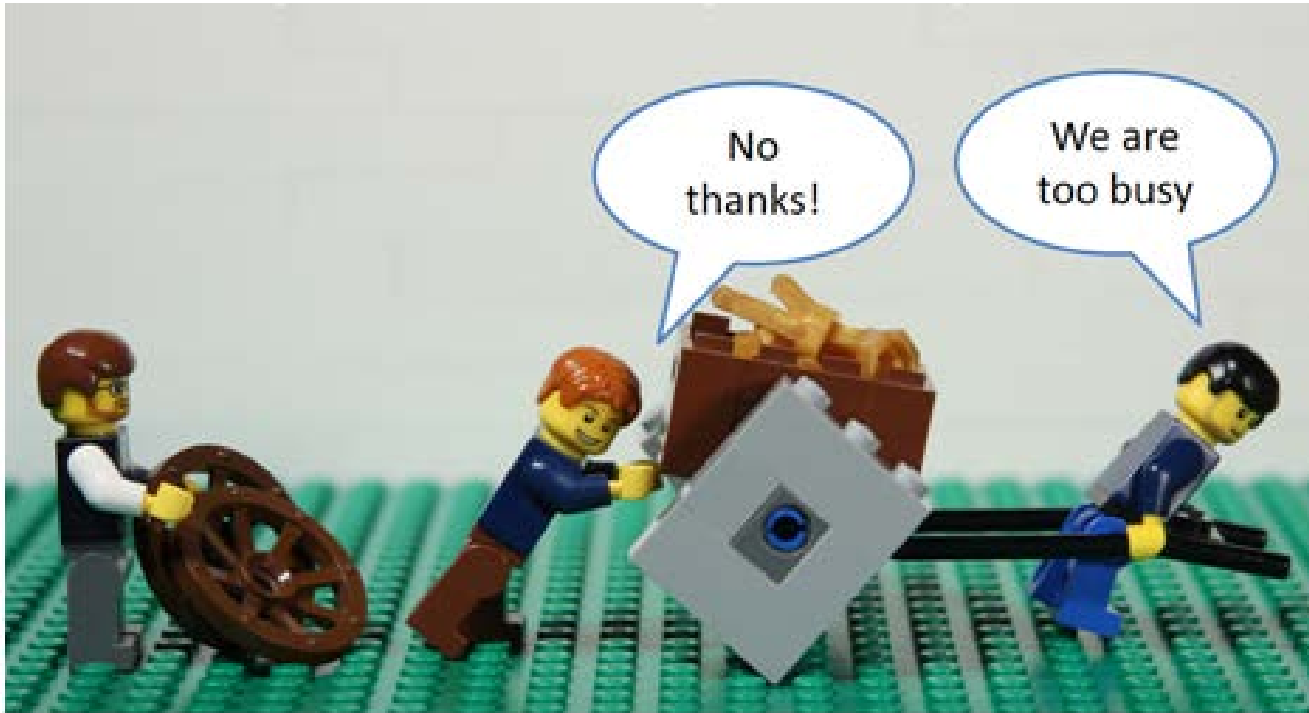


- Awarded based on financial hardship, this is a separate process.
- Related to the award of 60 days additional support for health suspensions.
- Able to award additional support beyond a student's maximum entitlement.

- How does a student apply for CPR
- What evidence to include
- Consistent guidance



Continuous improvement





Continuous Improvement

- Reasons for Continuous Improvement
- CI Team
 - CI Manager
 - CI coordinator
 - Four Assessors
- Examples of CI work
 - Customer Journey Maps with all teams
 - CPR review
 - Current Year Income guidance review
 - Automated letter writer
 - Email outbox to students

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