

Managing Higher Education Providers Enquiries

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Partner Support Desk Team Managers

March, 2019

Agenda

- 1 How we manage your enquiries

- 2 Common Trends & Challenges

- 3 Interdependencies

- 4 FE to HE Access

- 5 Practitioner Team – complex queries

- 6 Continuous Improvement



Partner Support Desk

Partner Support Desk

From March 2018 until now...

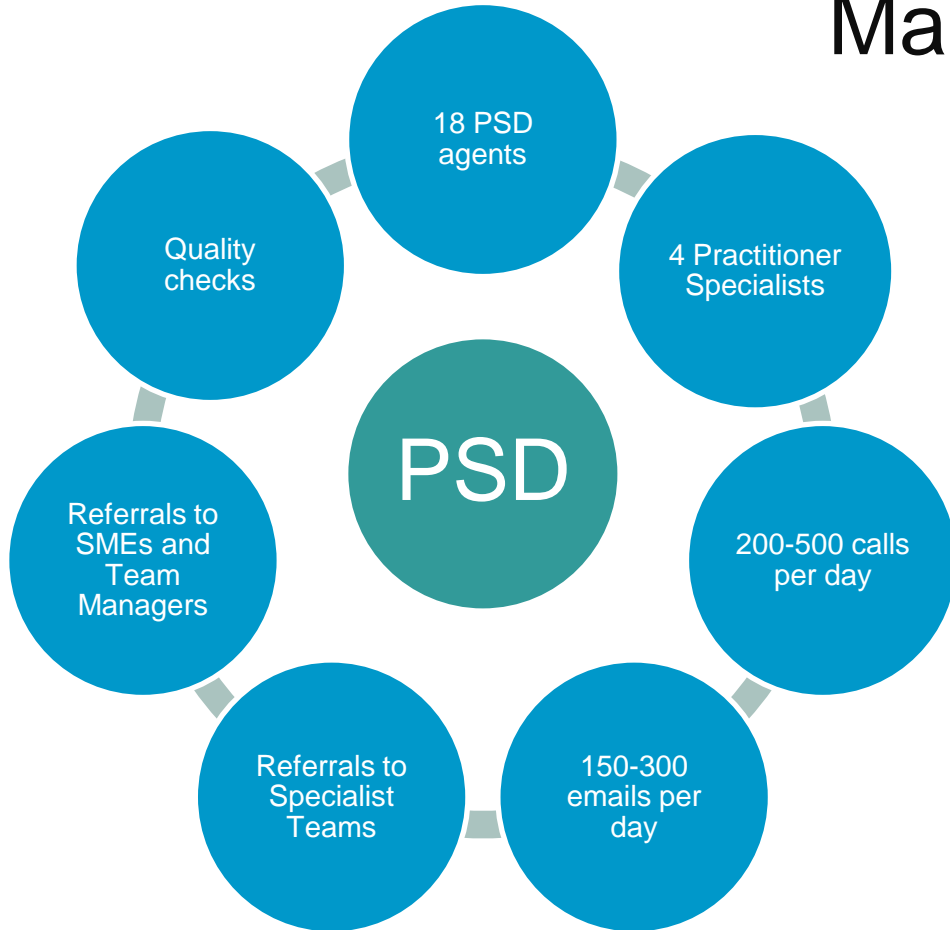


60,000



42,000

Managing your enquiries



Common Trends

Status of application

Tuition fees

CoC
progress
update

CMS queries

Eligibility

ELQ

Previous
study

Bursary Trends

- Household income
- Applications not showing on HEBSS
- Bursary awards – set up
- BACs recall requests
- Change logo / signature
- HEBSS defects and system issues
- Support

bursary@slc.co.uk

Home	Welcome to the Bursary Administration Service homepage
Student List	Please note the following communication formats are available for you to contact SLC with Bursary queries:
Approval List	0300 100 0642
Reports	English or Irish enquiries: Press Option 1
Administration	Welsh enquiries: Press Option 2
Institution Profile	This will connect you with the Partner Services Support Desk Team. You should call this team with all general Bursary queries and to report any problems you are experiencing with the Portal.
Payment Profiles	If you are experiencing a problem with the Portal and the HE Portal Services Team cannot resolve the problem for you, they will raise a system issue for our ICT colleagues to investigate and will provide you with a reference number to keep track of the issue.
Awards List	If you have a query that you feel would require an in depth response, you should send your query to bursary@slc.co.uk . (You should not raise any system issues via this mailbox).
Reject by Award	Enhancements Catalogue
Select HEI	Bursaries Guide
Statistics	Quick Guide - PTML
Daily Statistics Reporting	Quick Guide - Payment Profiles
Customised Text	Quick Guide - Creating & Maintaining Awards
Entitlement Text	Quick Guide - Allocating a Manual Award
Re-assessment Text	Quick Guide - Approving Awards
Cancellation Text	Quick Guide - Cancelling, Overriding, Reinstating Awards

Common Challenges

CMS

System
defects

CoCs

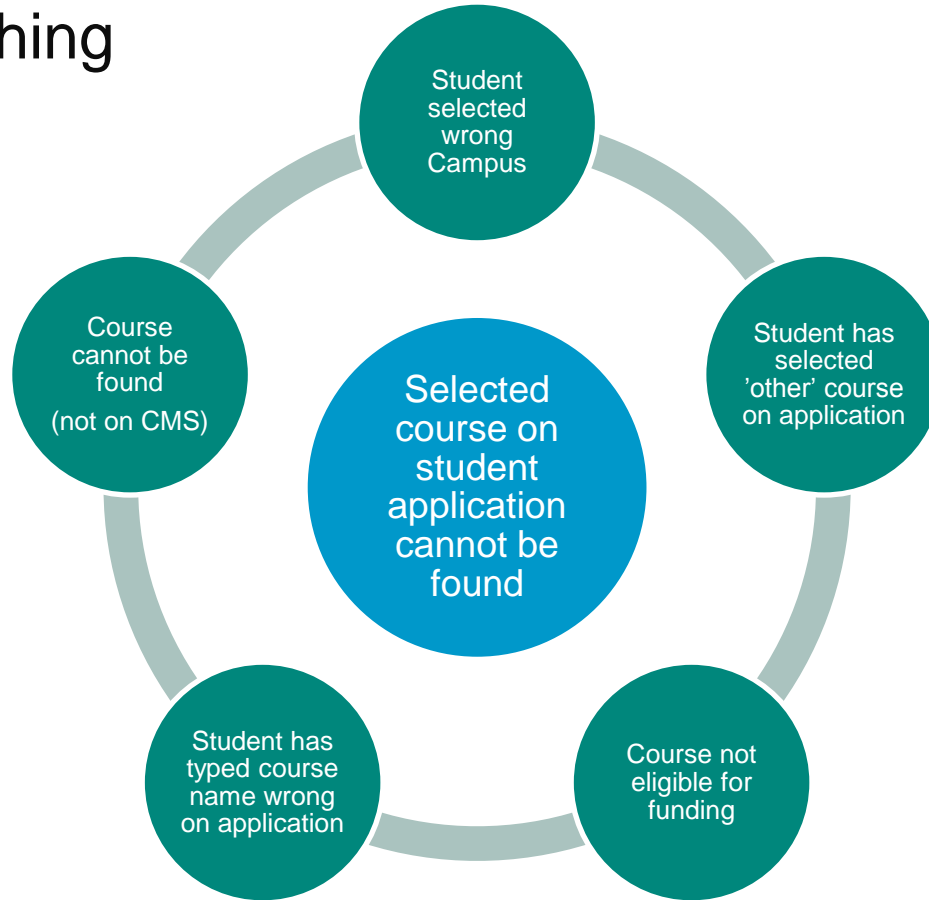
System
issues

Referred
accounts

Course
Matching

GDPR
CTS

Course Matching



SLC Peak Processing



GDPR - What we can share with you

GDPR - What we can't share

GDPR - Student sensitive information

GDPR – Spreadsheet protection

Authentication process when calling PSD

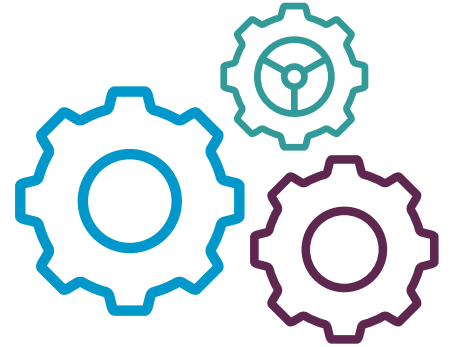
Internal and external moves at your provider



Partner Support Desk - Interdependencies



Partner Support Desk - Interdependencies

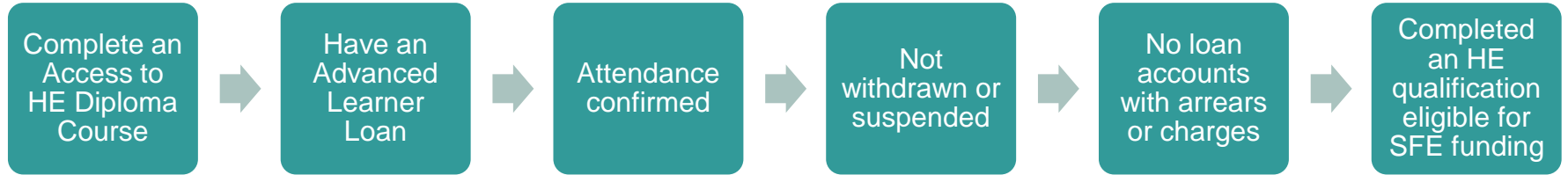


Did you know, in the last 12 months, we have escalated...

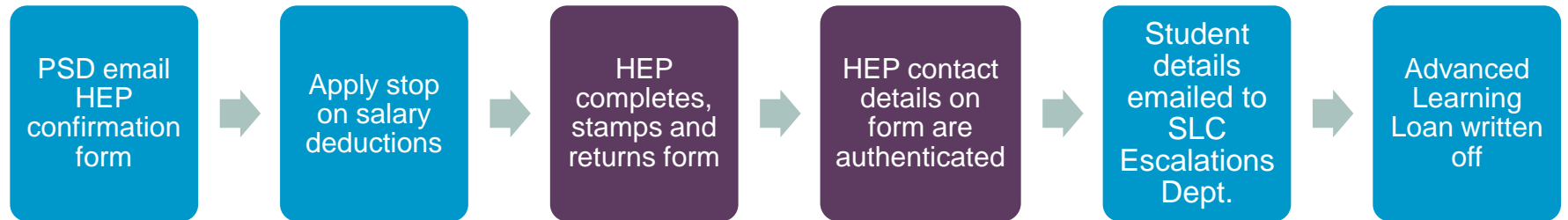
- 1000** accounts to High Level Escalations
- 1500** accounts with system issues
- 1000** Post Graduate account queries
- 600** Welsh Student accounts
- 560** accounts with processing issues
- 4000** CoCs to be worked or reworked

FE to HE Access – ALL write off process

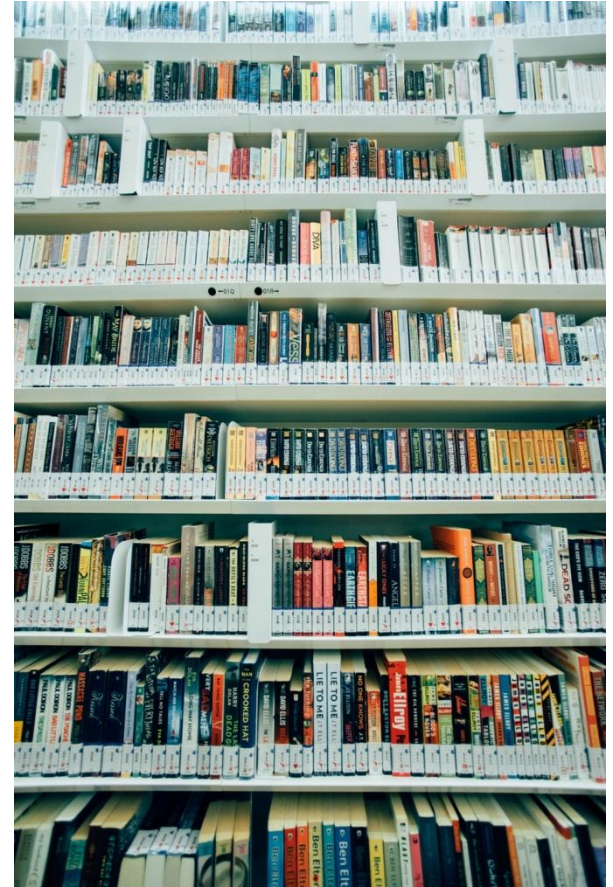
Student Eligibility



SLC / HEP Process



Partner Support Desk Practitioner Team



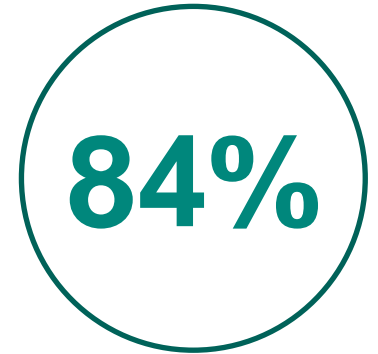
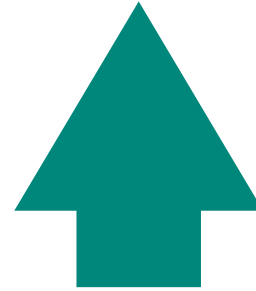
Practitioner Team

What do the Practitioner Team do?

- Provide general information on complex queries using the Student Support Regulations and policy documents
- <https://www.practitioners.slc.co.uk/policy/>
- <http://www.legislation.gov.uk/ukxi/2011/1986/contents/made>



First point of contact for
complex queries



Complex Queries

- Residency
- Financial Entitlement
- Course Eligibility
- Previous Study/ELQ
- Grants For Dependents
- Repayments



Case Studies

Residence:

The prospective student was originally from Africa and had been living in the UK for 4 years with a home office status of “limited leave to remain”. The student himself was unemployed however his wife had been working in the UK and also had a home office status of “limited leave to remain”, after moving to the UK from Africa.

The HEP had asked if the student could apply for funding as the family member of a migrant worker.

Case Studies

This student could not apply as family member of a migrant worker.

The migrant worker status only applied to students/family members who are residents of the EEA.

This student could not apply for funding under their own status as they, and their wife, only hold a limited leave to remain status.

If this student gained the limited leave to remain status under Humanitarian Protection or Refugee status, it could be considered as an eligible status under the Regulations.

Case Studies

If this student was granted Indefinite Leave to Remain, and they had held their Limited Leave to Remain for 3 years, they would be considered eligible to apply for funding.

Although the limited Leave to Remain does not fall under a residence status within the regulations to allow funding, the fact that this status is a lawful status will allow the limited leave to remain period to be considered as residence when the student does achieve a funding status under the regulations.

Practitioner Specialist Support

contact details



SSIN-queries@slc.co.uk / SFWIN_queries@slc.co.uk



0300 100 0618



<https://www.practitioners.slc.co.uk/>

Partner Support Desk Team Managers



HEP_Referrals@slc.co.uk



0300 100 0642



www.heinfo.slc.co.uk

The background features several decorative elements: a teal and yellow geometric shape in the top left; a white grid pattern in the bottom left and bottom right; a blue triangle in the top right; and a purple, pink, and teal geometric shape in the bottom right. A vertical orange bar is positioned to the left of the text.

Thank you