


New to SLC: Induction Pathway De-brief

HE Account Managers, Partner Services

March, 2019

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01 Provider Interaction

Account Management



Joint SLC/HEP Service Agreement

Joint SLC/HEP Service Agreement >

[Bursaries Service](#)

[Courses Management Service](#)

[Student Information Service](#)

Our SLC/HEP Service Agreement outlines the commitments of the Student Loans Company and Higher Education Providers in respect of the delivery of student finance. The Service Standards derived from these information sharing commitments are annexed to this document for reference.

The Academic Registrars Council (ARC) and National Association of Managers of Student Services (NAMSS) have endorsed these standards. SLC is now progressing the National Association of School Based Initial Teacher Trainers (NASBTT) and Independent HE endorsement.

[Joint SLC/HEP Service Agreement](#)

Latest News

Feb 25 SFE full-time application service for 2019/20 is now open!

Feb 12 AY 2019/20 accelerated degree collection now available

Feb 11 SSIN 04/19 - Student Support EU Exit Regulations for the 2019/20 Academic Year

Feb 7 Student Support Information Note - Student Support Regulations for AY 2019/20

Service Agreement

<https://www.heinfo.slc.co.uk/media/9780/joint-slc-hep-service-agreement.pdf>

Your Account Manager

Alexander Stainsby

Colleges

Anne Thomson

London

Non HEP ITT Providers (sector level)

Beverley McDonald

East Midlands

Northern Ireland

Republic of Ireland

Celine Doyle

West Midlands

North West

Open University

Chloe Crainie

North East

Central South

South East

Eleanor Currie

Scotland

East Anglia

Jonathan Newby

Alternative Providers

Sam Stokell

Yorkshire and Humberside

South West

Wales



02 Guidance and Resources

Resources



Home

HEP Services

Guidance

Engagement

HE Portal Login

Academic Services

Providing full-time on the

Best Practice & User Guides

PGL and PTML Guides

Forum & Seminar Info

HE Portal Access



Practitioners and Student Information

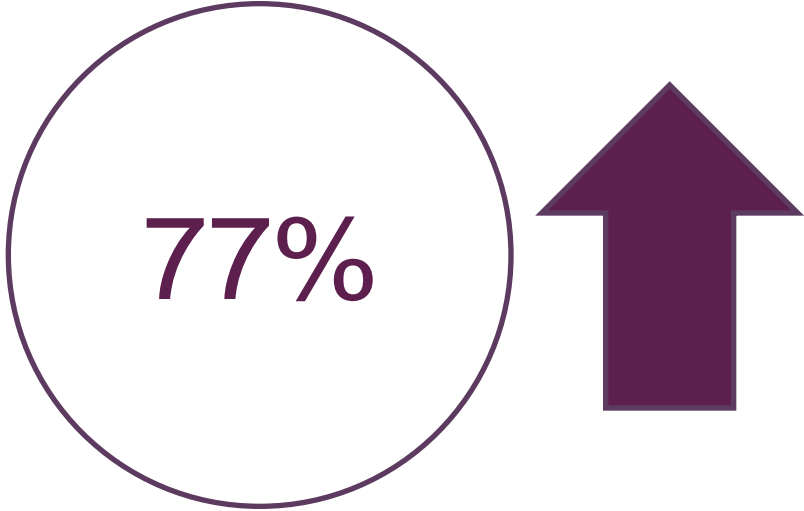
- Films
- Quick guides
- Factsheets
- Student finance quick start guides
- Student Money Week
- GOV.UK campaign page
- Exchange eMag

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



<https://www.thestudentroom.co.uk/student-finance/>

Partner Services Support Desk



Contact Details

Partners Support Desk - 0300 100 0642

**Funding Team
sis@slc.co.uk**

**Change of Circumstances -
coc@slc.co.uk**

**HE Portal Services
Courses Service
hep_services@slc.co.uk**

**Bursaries Service
bursary@slc.co.uk**

**Practitioners Team
studentfinanceengland.co.uk**

**Eligibility, Regulatory & Policy Queries
SFE - ssin_queries@slc.co.uk
SFW - sfwin_queries@slc.co.uk
Or
0300 100 0618**

Student Finance England - 0300 100 0607

**Wales
0300 200 4050
Or**

**Contact your Regional Funding
Information Partners Account Manager**

General Service Queries

**www.heiinfo.slc.co.uk
hep_services@slc.co.uk**

Or contact your HEP Account Manager

Escalation and Provider Queries

**[https://www.heiinfo.slc.co.uk/engagement/
regional-support.aspx](https://www.heiinfo.slc.co.uk/engagement/regional-support.aspx)**

contact your HEP Account Manager

03 Summary

Summary

- ✓ Broader knowledge of SLC
- ✓ Clear understanding of our portals and confidence in using them moving forwards
- ✓ Able to locate guidance and be aware of support available from SLC



HE Account Management

Partner Services



HEP_Services@slc.co.uk



0300 100 0642



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

Thank you