

New to SLC: Induction Pathway Introduction

Chloe Crainie & Alex Stainsby | Partner Services

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The slide features several decorative elements: a teal and yellow geometric shape in the top left; a blue triangle in the top right containing the SLC logo; a grid pattern on the left side with an orange vertical bar; and a purple, pink, and teal geometric shape in the bottom right.

Welcome

Agenda

- 1 Introduction to SLC

- 2 Students are individuals not numbers

- 3 Its all about you!

01 Introduction to SLC

Business Overview

Assess

- SLC hold and manage the personal details of **8.2 million** customers
- We process **1.8 million** Student Finance Applications per annum

Pay

- Loans and grants
- Tuition fees
- Bursaries

Repay

- Work with HM Revenue and Customs to collect loan repayments

“SLC enables its customers to invest in their futures by delivering secure, accurate and efficient application, assessment, payment and repayment services”

Inability of customers to see real time balance and loan info online

Lack of end to end digital journey, driving customer contact and manual processes

Technology out of date or interdependent

Rapidly growing and more complex loan book

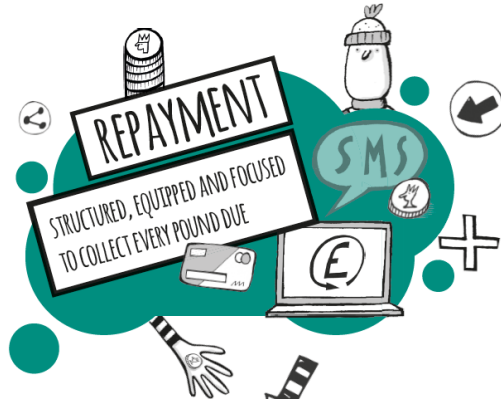
Lower than desired employee engagement

Key Challenges



THE OPERATIONAL EXCELLENCE PROGRAMME seeks to create a lean framework which drives continuous improvement and implements a new management and leadership development programme to inculcate the desired behaviours, delivering a cultural shift at SLC

THE REPAYMENTS AND COUNTER FRAUD PROGRAMME seeks to increase yield by better segmenting the loan book and working with partners to provide more coverage to Trace, Verify and Collect. Fraud identification tools will support earlier identification of fraudulent activity within the application process.





THE DIGITAL CUSTOMER PROGRAMME

aims to channel as many as possible of SLC's interactions online – via intuitive and appealing digital channels. This will reduce costs through fewer manual transactions, fewer telephone calls and less paper.



THE TECHNOLOGY PROGRAMME

seeks to protect and update the technology platforms that deliver customer services, driving innovation to facilitate faster change with less risk and cost.

Scale of Loan Book



BARCLAYS



TSB Mortgage
£20BN

Barclays
£40BN

?



What is the value of the SLC Loan Book currently?

- A) £17 million
- B) £170 million
- C) £17 billion
- D) £117 billion

Scale of Loan Book



TSB Mortgage
£20BN



BARCLAYS

Barclays
£40BN



Student Loans Company

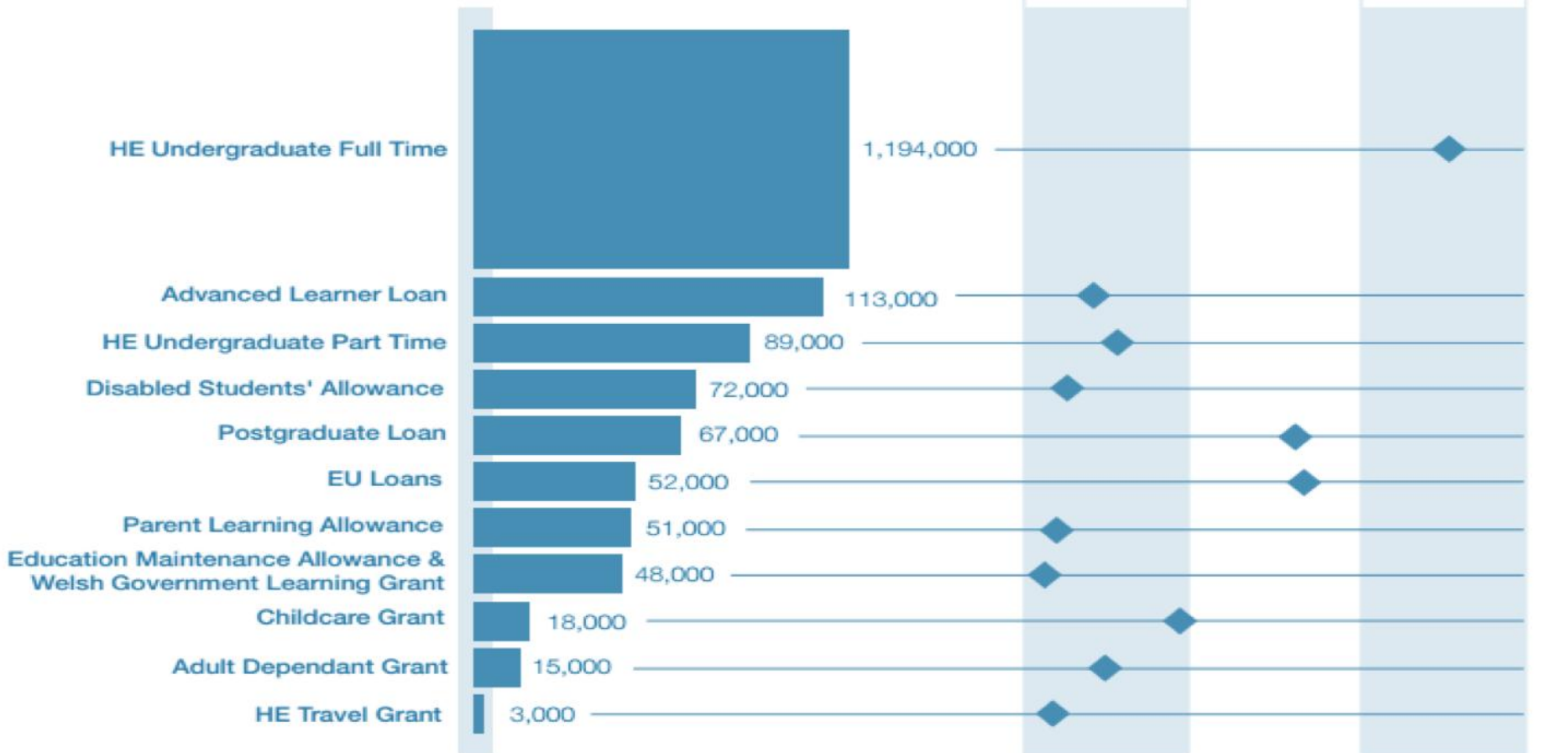
£117BN

Application Types

Annual Number of Applications

Average Value of Award

£0 £5,000 £10,000 £15,000



SLC Organisation

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SLC has over **3,000 employees** across three main sites

Glasgow

1582

Darlington

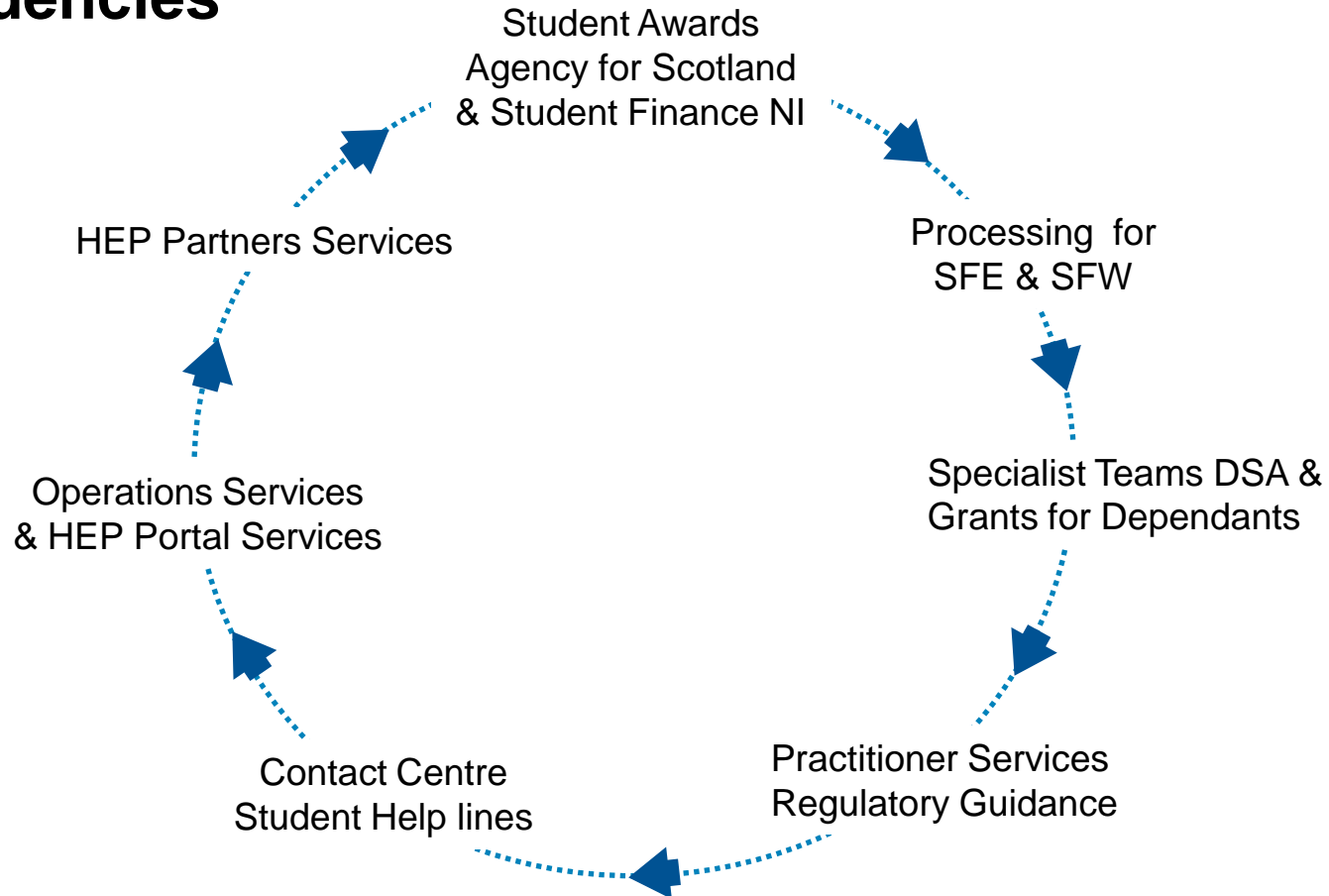
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Llandudno Junction

112



Dependencies



Business Interactions

COURSE MANAGEMENT SERVICE (CMS)

STUDENT INFORMATION SERVICE (SIS)

BURSARY ADMINISTRATION SERVICE (BAS)

Full-time Undergraduate Education

Including students on Initial Teacher Training Courses (ITT) (excluding early years) and Postgraduate Certificate in Education (PGCE) courses.

Full-time Tuition Fee Loan

Full-time Maintenance Loan

Full-time Disabled Students' Allowances

Full-time Childcare Grant

Full-time Adult Dependants' Grant

Full-time Parents' Learning Allowance

Full-time Travel Grants for students studying abroad or on a work placement

Part-time Undergraduate Education

Including students on Initial Teacher Training Courses (ITT) (excluding early years) and Postgraduate Certificate in Education (PGCE) courses.

Part-time Tuition Fee Loan

Part-time Disabled Students' Allowances

Part-time Maintenance Loan


Postgraduate Education

Excluding students on Initial Teacher Training Courses (ITT) (excluding early years) and Postgraduate Certificate in Education PGCE courses.

Postgraduate Master's Loan

Postgraduate Disabled Students' Allowances

Postgraduate Doctoral Loan



02 Students are individuals not numbers

Customer Case Study

Student applies online for tuition fee loan and maintenance loan

Student has valid passport and full residency

Processing takes 11 working days to move application to approved

Student receives a notification of entitlement and shows on worklists



Processing Issues



03 It's all about you!

Today's Schedule

Session One	Session Two	Session Three	Session Four
Induction	Courses Management Service	Student Information Service	Debrief & Surgery
10:30 – 11:30	12:00 – 13:30	14:30 – 15:00	16:00 – 17:00

For those who have selected other workshops or masterclasses during Session Two or Three today please consult the SLC App where you can find the Agenda for your day!

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Thank you