

WORKSHOP SUMMARY

Student Support Seminar 2012 – Workshop Descriptions

STUDENT INFORMATION SERVICE – ATTENDANCE AND FEES PROCESSING

HEI Services, SLC

This session will cover all aspects of the Student Information Service (SIS), from the student details entering SIS to the remittance of tuition fees. The session will cover how the attendance and fees process will operate as a result of the changes being introduced in AY2012/13 including the changes to the Attendance Confirmation Process for the payment of full time tuition fee loans and moving the Registration Confirmation process to SIS. The following areas will be covered:

- Viewing Student Information
- Confirming Registration
- Confirming Initial and Ongoing Attendance
- Combining Registration and 1st Attendance
- Fee Remittance and Reports

STUDENT INFORMATION SERVICE - REASSESSMENT SCENARIOS

HEI Services, SLC

This session will cover the more complex areas of reassessments and how these need to be handled within SIS. The session will be scenario based and will detail explicit examples and provide guidance to delegates on the following areas:

- Transfers
- Withdrawals
- Suspensions
- Fee Changes – including Fee Wavers and Fee Charging Policies

COURSES SERVICE AY12/13

HEI Services, SLC

This session is intended to act as a refresher to the Courses Service on the HE Portal as well as introduce the changes for AY2012/13. The session will cover the following areas:

- The importance of providing course information
- Part-time course collection from AY2012/13 onwards

POLICY, PRACTICE & FUNDING OF TEACHER TRAINING

Tom Glover, Head of ITT Funding, Training & Development Agency (TDA)

SLC and the TDA are pleased to offer this workshop. This session will cover policy practice and requirements including TDA allocation of places, reporting, data collection, funding processes and interaction with institutions. Delegates will also gain an understanding of the current role and scope of the new Teaching Agency which will replace the TDA on 1st April 2012.

AY12/13 ARRANGEMENTS FOR PART TIME STUDENTS

HEI Services, SLC

This session will introduce delegates to the key changes and arrangements for new Part-Time students from AY2012/13. The session will outline

the end to end process for students and the HEI/SLC business processes. The following areas will be covered:

- Student application, assessment and repayment
- Confirmation of Attendance
- Change of Circumstances
- Financials and Reports

BURSARIES AND ACCESS AGREEMENTS IN 2012/13 AND BEYOND

Jessica Woodsford, Policy Adviser, Office for Fair Access (OFFA)

Toni Miles Macdonald, HEI Relationship Manager, SLC

Institutional financial support (such as fee waivers, bursaries and accommodation discounts), are an integral part of the overall financial support available to students at university. OFFA will present its views on how institutions have responded to the new arrangements for 2012-13, and set out its priorities for the coming year. SLC will provide an overview on the Bursary Administration system (HEBSS), and how it supports the provision of bursary and scholarship awards throughout the sector.

EU STUDENT SERVICES

Peter Slade, Senior EU Assessor, SLC

Kirsten Jackson, Practitioner Advisor, SLC

This session will provide delegates with a comprehensive understanding of how SLC supports EU students through the student finance system. It will explore the main processes for applications and assessments, explore the main common issues EU students face in obtaining their fees support, and provide clarity on the relevant residence and nationality requirements. We will also discuss the EU Bursary application process. The session will also provide guidance around the requirements for the certification of documents.

STUDENT FINANCE ENGLAND OPERATIONAL PROCESSING

Chris Snowdon, SFE Processing Team Leader, SLC

Hayley Walker, SFE Processing Team Leader, SLC

This workshop will provide delegates with an insight on how applications are processed by taking you through the end to end process from receipt of applications and supporting documentation through to payment of support. Topics will include scanning, identity, NI number and income verification, and recent automatic system enhancements. Delegates will gain an invaluable understanding of the system and will be better placed to answer student queries and assist in their resolution.

NHS BURSARIES

Chris Dawson, Policy and Service Manager, NHS Business Services Authority

This session will cover the modernisation of the NHS Bursary application process, reporting, data collection, funding processes and integration with institutions. Delegates will also gain an understanding of the current role and scope of NHS Bursaries.

STUDENT FINANCE ENGLAND COMPLEX ASSESSMENTS

Andy Topham, SFE Processing Assistant Manager, SLC

Gavin Ions, SFE Processing Team Leader, SLC

This workshop will present the more complex applications for Student Support, and how the Processing Unit is set up to manage them. To give delegates a closer understanding of the issues involved we will discuss applications from students with children and other dependants, independent and estranged students, and students with previous study (including Equivalent or Lower Qualification and compelling personal reasons).

DISABLED STUDENT ALLOWANCES

Anne-Marie Wylie, DSA Officer, SLC

Amy Throup, DSA Officer, SLC

This session aims to provide delegates with an understanding of how the SLC supports students with disabilities through the Disabled Student Allowances (DSA) Application process. It will explore the DSA application journey, the key application and evidence requirements and the common challenges faced in ensuring a smooth timely process. The session will also look at the progressive work being undertaken in conjunction with our Stakeholders to improve the service for our disabled customers.

CUSTOMER SERVICES

David Thomson, Head of Contact Services, SLC

Annemarie Walker, Manager - Quality & Knowledge Management, SLC

This session will provide an overview of the customer service activity across the SLC locations, covering the impact of the changes made in 2011/12 and the planned changes for 2012/13. This will include details of changes to improve the accuracy and consistency of advice: training, knowledge management and the new quality management team.

MANAGING COMPLAINTS & APPEALS

Irene Ashby, Complaints Resolution Senior Advisor, SLC

Kirsten Jackson, Practitioner Advisor, SLC

This workshop will provide delegates with an overview of the Student Loans Company Complaints and Formal Appeals processes, the various stages and timescales taken. The session will clarify the difference between a complaint and an appeal. Delegates will hopefully find the session informative, regardless of knowledge or experience and be able to use this when advising students on these processes.

ONLINE APPLICATION: IMPROVEMENTS, USABILITY AND HELPING YOUR STUDENTS

Lesley Raybould, Online Services Manager, SLC

Why is the online application so complex? Why does it ask certain questions? How are enhancements carried out?

This workshop will provide an overview of the online application experience, providing insight into the development and how SLC tackle defects and usability issues. It will cover the top user problems and how to help students overcome them, point you to the online resources designed to help you support students through the process, and discuss the changes planned for the future. An online application surgery will be held after this workshop to enable specific queries to be discussed.

STUDENT FINANCE ENGLAND - INFORMATION, ADVICE AND GUIDANCE (IAG)

Claire McGhee, Senior Manager IAG, SLC

SLC is responsible for providing information, advice and guidance on Student Finance England and the service it provides, and for the promotion of this service to students, parents, partners and practitioners. In this session we will outline how our communications activity is developing to reach an expanding and changing audience, including part-time in the context of the continuing online channel shift and the use of alternative resources and communication tools.

We will provide an overview of the improved IAG support available for AY2012/13 and discuss the importance of delivery partners in ensuring that student finance policy, products and processes are fully understood and accessed. We will also outline our plans for the delivery of face to face support and online training for advisors via our restructured team of student finance specialists.

MANAGING FRAUD

Heather Laing, Fraud Prevention and Detection Manager, SLC

SLC recognise that fraud prevention offers a legitimate way of achieving economic efficiency by ensuring public funds are paid only to those entitled to them. This session will provide a general update and refresher for delegates on how we seek to prevent and detect student funding fraud, including an overview of the latest tools and technology and the results we have seen from this work. We will also cover SLC's "phishing" prevention activity, including the responsibility students have to protect their personal details and how you can help them do so.

HEI ENQUIRIES MANAGEMENT

HEI Operations, SLC

Every year, SLC reviews its arrangements for how HEIs obtain support and advice in respect of the interactions between the company and the institutions. The HE Reforms from AY2012/13 onwards will create an increase in demand for such support. This workshop will discuss the help and support currently given to HEIs, and explore how this may change going forward.

STUDENT SUPPORT IN WALES

Steve Nicholls, Head of HE/FE Student Finance Operations, Welsh Government

The workshop will explore forthcoming policy changes to tuition fee support, particularly introduction of the new Fee Grant in Wales, for AY 12/13. It will also cover regulatory changes to entitlement and eligibility, as well as longer term issues affecting HE/Student Finance Wales and changes we have made to improve the customer journey.

WORKING IN PARTNERSHIP WITH UCAS

Steven Harrop, Assistant Director of Customer Strategy, UCAS

Alan Bradshaw, 3rd Party Services Manager, SLC

SLC have a strong and successful relationship with UCAS and in this session we will outline how our existing partnership works and recent service enhancements, as well as proposals which build upon the customer being at the forefront of our policy and procedures. Our joint work includes data sharing, marketing, information and guidance, communication streams for HEIs and school leavers.

REPAYMENTS

Kevin O'Connor, Head of Repayment, SLC

Jackie McGale, ICR Manager – Policy and Repayment, SLC

This workshop will be an open forum discussion with attendees, of an overview of the Student Finance repayments scheme, from the perspective of SLC. The focus will be on the policy and service improvements being introduced following the HE Reforms, and the joint working arrangements in place between HMRC and SLC. Attendees will gain a good understanding of the end to end process from student graduation through to full repayment of their loan. People who advise students or graduates on money matters will find this workshop very informative and useful for the completeness of the advice they give. Delegates will be able to feed back on how the scheme is communicated and understood, so that student and graduate information and guidance can be enhanced where necessary.

STUDENT FINANCE ENGLAND POLICY CHANGES FOR 2012/13

Christine Connelly, Policy Consultant, SLC

Joanne Munro, Policy Consultant, SLC

Following the Browne review and the subsequent HE reforms, there have been a number of changes to HE Student Finance funding policy. This session will provide an overview of these changes, covering the revised tuition fees, the introduction of tuition fee loans for Distance Learning and Part Time students, the 2012 cohort maintenance support package and other technical changes which take effect from September 2012.

DISCUSSION SESSION – HEI SERVICES INFORMATION WEBSITE REVIEW

Graeme Lindsay, Product Consultant, SLC

This session will be a small interactive discussion aimed at receiving feedback on the content of the newly revised HEI Services Information website from delegates who use the website as part of their role. It would be expected that delegates would have completed a small review of the current site prior to attending this session.