

Advanced Learner Loan

# Learning Provider Seminar

26 April 2018



# Advanced Learner Loan

## Register and book your place now!

This is an opportunity to share knowledge and gain a detailed insight in the operational policy, systems and resources that support Advanced Learner Loans. SLC and the Education & Skills Funding Agency are seeking to optimise provider interaction and preparation for AY 2018/19, considering operational and funding policy, system administration, recruitment good practice and government regulatory policy.

Come along and meet the Learning Provider Services teams and the ESFA's Provider Management group who will be on hand, with other colleagues, to provide information and support. The seminar also provides an ideal opportunity to meet with other providers to explore and share good practice.

## Who should attend

- Staff and managers at Learning Providers approved to deliver loans, with administration responsibilities, working with the SLC systems or with a learner-facing role, would benefit from the wide range of subjects covered.
- Staff from careers advice, admissions and outreach, who will wish to incorporate loans information and guidance into their recruitment activity.

## Benefits of Attending

This seminar will provide delegates with:

- An opportunity to participate in interactive workshops designed to generate ideas for best practice and continuous improvement.
- Updates from the Education & Skills Funding Agency (ESFA) via the plenary and workshops.
- Learning Provider marketing best practice to encourage learner applications.
- Use of the Learning Provider (LP) Portal financial reporting functionality to support monitoring of loan allocation and growth requests.
- A full understanding of the policy on student eligibility and entitlement which will enable all partners involved in information and guidance to provide clear funding information to new and continuing students.
- One-to-one 'surgery time' with our Service Delivery Account Management and Partners Support Desk team.
- This seminar is a training opportunity which can contribute to your personal development.

## Where and when is the event

26 April 2018

Exeter Football Club  
St James Park, Stadium Way, Exeter, EX4 6PX

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## How the programme works

All plenary and workshop sessions will provide current information on each area and information on future and further enhancements where applicable.

You will have the opportunity to attend four workshops throughout the duration of the seminar in addition to the plenary sessions.

### Plenary

Challenges in 2018

Paul Smith; Head of Partner Services, Student Loans Company

## Workshop schedule

When you register you will be asked to select your preferred workshop group and you will attend each of the workshops in this group during your time at the seminar.

Please see below the workshop schedule illustrating the choice of groups you may choose from, dependant on your experience:

Group	A	B
Session 1 10:30	Working with the ESFA	Administering Excellence - A Learning Provider Perspective
Session 2 11:45	Customer Services	Managing the Administration Process
Session 3 13:30	Financial Reporting - Monitoring Your Loan Allocation	Managing Further Education Partners' Enquiries
Session 4 14:30	Managing the Administration Process	Marketing Courses & Publicising Loans

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## Workshops summary

The workshops are interactive sessions with a chance to share experience, knowledge and best practice as groups, and will also include an opportunity for us to gather your feedback for input into future continuous improvement opportunities.

### Working with the ESFA

The ESFA will provide details of their management of the funding allocation process, and the processes for changing allocations to reflect growth requests and under spends. Learning Providers will benefit from increased insight in successful allocations and growth requests.

### Financial Reporting – Monitoring Your Loan Allocation

This workshop will provide details of the new Payment Instalment Report and other financial information including how it should be used to monitor your payments and your loan allocations to support growth requests.

### Marketing Courses and Publicising Loans

With no national publicity campaigns for Advanced Learner Loans, SLC's Funding Information Services team will look at loans publicity, best practice, and the SLC resources available to support this activity.

### Administering Excellence – A Learning Provider Perspective

This workshop will give delegates an opportunity to ask questions of a panel of Learning Providers from Colleges and Independent Training Organisations. The areas of discussion could vary from differing topics such as business models, recruitment strategies, operational delivery, and administration of Advanced Learner Loans.

To enable the Administering Excellence - A Learning Provider Perspective workshop to be as interactive as possible, please submit any questions you would like to ask or discuss in advance of the workshop. **Please note:** You will be asked for questions and areas of interest regarding the administration of Advanced Learner Loans when you register for this workshop.

### Managing Further Education Partners' Enquiries

Our Partners Support Desk is your primary contact for all enquiries. In this session we will explore the common reasons for Learning Provider contact, the answers to those questions and the available resources to self-serve.

We will also look at how we process complex queries that require detailed investigation and will provide an update on service improvements made in the last twelve months.

### Managing the Administration Process

This workshop will consider the end-to-end administration process, examining the need for the monitoring of missing evidence and NINOs and the impact this has on the student's applications.

We will explore the cost of late attendance confirmations and withdrawal / suspension notifications from a Learning Provider and SLC perspective, and how this can be minimised or prevented

### Customer Services

SLC's Operations teams will provide delegates with detailed information on systems, processes and learner contact resolution practices. Topics will include the learner's online applications and self-service system, and contact management systems, Delegates will be more informed about how SLC handles the learner interface.

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## Information Hub

During the refreshment and lunch breaks at the seminar there will be various information stands located in the Information Hub to give you the opportunity to meet with SLC colleagues and raise any queries or questions.

## How to book your place

Please register via our events registration website: [www.events-slc.co.uk](http://www.events-slc.co.uk). Please log into your events user account and follow the instructions within the Learning Provider Seminars 2018 section found on the homepage.

Places are confirmed on a first-come first-served basis. All registration forms must be completed using our online registration website; we cannot accept any bookings over the phone, or via email.

**Please note:** registration is limited to two people per Learning Provider campus to ensure all organisations have the opportunity to attend these seminars. Places are limited to providers approved to deliver loans. Any organisations that are not approved to deliver loans will not be permitted to attend.

## Cost

There is no charge to attend this seminar.

## Please note

We look forward to seeing you at one of the seminars, however, we have a limited number of places available therefore we ask that if you do register that you are committed to using one of these places, and note if you do not advise us of your intention to cancel your place if necessary, that you may be preventing another delegate from attending.

## Closing dates for registration

	<b>Event Date</b>	<b>Closing Date</b>
Exeter	26 April 2018	19 April 2018

## Contact us

If you have any questions, please do not hesitate to get in touch using the contact details below.

Email [events@slc.co.uk](mailto:events@slc.co.uk)

Telephone **+44 (0) 141 306 2154**

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## Agenda

- |       |  |
|-------|--|
| 08:30 | Registration   |
| 09:30 | Plenary <ul style="list-style-type: none"><li>• Challenges in 2018</li></ul>   |
| 10:30 | Workshop Session 1   |
| 11:30 | Refreshment Break  |
| 11:45 | Workshop Session 2   |
| 12:45 | Lunch  |
| 13:30 | Workshop Session 3   |
| 14:30 | Workshop Session 4   |
| 15:30 | Refreshments served with the option to: <ul style="list-style-type: none"><li>• discuss the FE Satisfaction Survey results</li><li>• meet the experts for 1-2-1 surgery time</li></ul> |
| 16:00 | Seminar Close  |



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