

Advanced Learner Loan

Learning Provider Training Events 2017



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Register and book your place now!

Registration is now open for the Learning Provider Training Events. The training events give an opportunity to receive training on business to business processes and the Learning Provider Portal (LP Portal) with a specific focus on the administration of Loans and LP Portal functionality. The purpose of the event is to deliver necessary LP Portal training that is deemed vital to the basic administration of Loans.

Who should attend

The events are designed for new Learning Providers working with the Student Loans Company, new members of staff at an existing provider, staff who are new to an Advanced Learner Loan role or anyone requiring a refresh.

Training Content

The training will cover an overview of the end-to-end learner journey, providing you with the required knowledge to meet SLC Service Standards, enabling high performance.

- An overview of the roles and responsibilities of SLC and a Learning Provider partnership
- Understanding the learner application process and funding eligibility rules
- Learner search facilities, exporting and interpreting data to better support learners with incomplete applications
- Completion and importance of Pre and Post Liability COCs
- When and how to complete Attendance Confirmations
- Processing Withdrawals / Suspensions and the subsequent impact on a Learner and Learning Provider
- Overview of high-level repayment process and the Learning Provider actions required to avoid overpayment
- Financial reporting functionality and how this can be integrated into your business practices
- SLC Service Standards and how to achieve high performance
- SLC support and contact information for effective, collaborative working

The training sessions will include interactive exercises, Q&A opportunity and additional time for 1-2-1 queries.

The training session is expected to run from 10am-4pm.

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When and where are the events

24 October 2017	Taunton Conference Centre University Centre Somerset, Wellington Rd, Taunton TA1 5AX
26 October 2017	HEFCE & SLC Office 2nd Floor, Finlaison House, 15 – 17 Furnival Street, London, EC4A 1AB
31 October 2017	HEFCE & SLC Office 2nd Floor, Finlaison House, 15 – 17 Furnival Street, London, EC4A 1AB
31 October 2017	Macdonald Manchester Hotel London Rd, Manchester, M1 2PG
01 November 2017	Hilton Leeds City Neville St, Leeds LS1 4BX
08 November 2017	The BCEC Hill Street, Birmingham B5 4EW
09 November 2017	Hilton Nottingham Milton St, Nottingham NG1 3PZ

Closing dates for registration

Location	Training event date	Closing date for registration
Taunton	24 October 2017	13 October 2017
London	26 October 2017	13 October 2017
London	31 October 2017	20 October 2017
Manchester	31 October 2017	20 October 2017
Leeds	1 November 2017	20 October 2017
Birmingham	8 November 2017	27 October 2017
Nottingham	9 November 2017	27 October 2017

How to book your place

Please register via our events registration website: www.events-slc.co.uk. Please log into your events user account and follow the instructions within the [Learning Provider Training Events 2017](#) section found on the homepage.

Registration is limited to 15 people per training session and 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.

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Cost

The cost per delegate will be £110 + VAT.

PLEASE NOTE: You **must** provide the correct purchase order number at the time of booking as not doing so can delay your payment. SLC reserve the right to cancel your booking if your payment is not received within 30 days of the invoice date or as otherwise stated on your invoice terms.

What happens next?

Once registered you will be sent an automated email confirming your registration and the details submitted. To ensure this doesn't get blocked, or sent to your junk mail please ensure you save **events@events-slc.co.uk** as a safe email address in your settings.

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**

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

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Agenda

09:30 Registration & refreshments

10:00 Training session

- An overview of the roles and responsibilities of SLC, Learning Providers, ESFA and DfE in the delivery of Advanced Learner Loans
- Understanding the learner eligibility requirements and the application process
- High-level overview of the repayment process and the Learning Provider actions required to avoid overpayment
- SLC Service Standards and how to achieve high performance

Learning Provider Portal

- Understanding user roles, and contacts
- Learner search facilities, exporting and interpreting data to better support learners with incomplete applications and tracking applications
- Submission of Pre Liability change of circumstances

12:30 Lunch

13:15 Learning Provider Portal continued

- Submission of Post Liability change of circumstances including withdrawals / suspensions and the subsequent impact on the Learner and Learning Provider
- When and how to complete Attendance Confirmations
- Payments
- Financial reporting functionality and how this can be integrated into your business practices
- SLC engagement, support and contact information for effective, collaborative working

15:30 LP Portal Surgery for 1-2-1 queries

16:00 Close

Please Note:

To make the most of this training session, it would be advantageous for delegates to attend with an LP Portal user login. User access to the LP Portal should include Learner Search, Change of Circumstances, Withdrawals, Suspensions and Attendance Confirmation functionality. Access to Financial Reporting functionality is also recommended (even if only on a temporary basis for the benefit of this training session).



SLC

Student Loans Company

www.slc.co.uk