

HE STUDENT SUPPORT SEMINAR WORKSHOP SCHEDULE 21-23 MARCH 2018

Wednesday 21 March

Workshop Session 1 🕒 14:00	Workshop Session 2 🕒 15:30	Workshop Session 3 🕒 17:00
Student Finance England Operational Processing	Part-Time Maintenance Loans – Policy and Implementation	Attendance Management
Courses Management	Postgraduate Doctoral Loans – Policy and Implementation	Student Finance England Complex Assessments
New HEP Services Users	The BIG Debate	Disabled Students' Allowances – Student Finance England
Customer Services	Student Application and Self Service	Bursary Administration Service
Countering Fraud in Student Funding	Institution Experience: Bursaries, Hardship and Student Welfare Issues	Data Future Project
Repayment System & Customer Information	HEP Satisfaction Survey	Tailoring our Funding Information Engagement
Table Talks	HEP Portal – System Design & Development	Service Standards and Monitoring

Thursday 22 March

Workshop Session 1 🕒 10:00	Workshop Session 2 🕒 11:00	Workshop Session 3 🕒 14:00	Workshop Session 4 🕒 16:00
Student Finance England Study Abroad	Student Finance England Operational Processing	Part-Time Maintenance Loans – Policy and Implementation	Attendance Management
Undergraduate CoC Reassessments & Recovery of Overpayments	Courses Management	Postgraduate Doctoral Loans – Policy and Implementation	Student Finance England Complex Assessments
Operations – Student Finance Wales	Customer Services	The BIG Debate	Managing Higher Education Provider Enquiries
New HEP Services Users	Countering Fraud in Student Funding	Student Application and Self Service	Customer Services
Student Support in Scotland AY 2018/19	Data Future Project	Institution Experience: Registration, Attendance and Monitoring Student Engagement	Repayment System & Customer Information
NHSBSA Student Services – Learning Support Fund	Tailoring our Funding Information Engagement	HEP Satisfaction Survey	Customers, Campaigns, Content!
Service Standards & Monitoring	Disabled Students' Allowances – Student Finance England	HEP Portal – System Design & Development (DG)	NHSBSA Student Services – Learning Support Fund
	Table Talks		

Friday 23 March

Workshop Session 1 🕒 10:30	Workshop Session 2 🕒 12:30
Part-Time Maintenance Loans – Policy and Implementation	Student Finance England Study Abroad
Postgraduate Doctoral Loans – Policy and Implementation	Undergraduate CoC Reassessments & Recovery of Overpayments
The BIG Debate	Managing Higher Education Provider Enquiries
Student Application and Self Service	Bursary Administration Service
HEP Satisfaction Survey	Customers, Campaigns, Content!
HEP Portal – System Design & Development (DG)	Service Standards & Monitoring