

HEPservices

SLC partnering with colleges & universities



Student Loans Company



HEP Portal Services

Training Events – Autumn 2017



Register and book your place now!

The HEP Portal Services training events will provide an overview of business to business processes and HEP Portal Services - with a specific focus on the Student Information Service (SIS) for undergraduate and postgraduate study.

Who should attend

The training events are designed for new Higher Education Providers working with the Student Loans Company, new members of staff at an existing provider, or staff within a new role.

Training Content

- Insight into the services and products provided by SLC
- Best practice and effectiveness of provider interaction with SLC
- Overview of HEP Portal Services – Courses Management Service and Bursaries
- SIS data searches using different tabs and filters
- SIS file export and data manipulation
- Worklists – Registration, Attendance and Change of Circumstance (CoCs)
- Change of Circumstances (CoCs)
- History screens and full understanding of changes including course transfers & fee changes
- Overview of Reports and Fee Payments
- Service Agreement
- User Groups and Future Enhancements

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

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

Cost

The cost per delegates 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.

Where and when are the events

31 October 2017	Macdonald Manchester Hotel, London Rd, Manchester, M1 2PG
1 November 2017	Macdonald Manchester Hotel, London Rd, Manchester, M1 2PG
1 November 2017	HEFCE & SLC Office 2nd Floor, Finlaison House, 15 – 17 Furnival Street, London, EC4A 1AB
2 November 2017	HEFCE & SLC Office 2nd Floor, Finlaison House, 15 – 17 Furnival Street, London, EC4A 1AB
2 November 2017	Student Loans Company Office 100 Bothwell Street, Glasgow, G2 7JD
7 November 2017	HEFCE & SLC Office 2nd Floor, Finlaison House, 15 – 17 Furnival Street, London, EC4A 1AB
8 November 2017	Radisson Blu Birmingham 12 Suffolk Street, Queensway, Birmingham, B1 1BT
9 November 2017	HEFCE & SLC Office 2nd Floor, Finlaison House, 15 – 17 Furnival Street, London, EC4A 1AB
9 November 2017	Hilton Nottingham Milton Street, Nottingham, NG1 3PZ

Closing dates for registration

Location	Training event date	Closing date for registration
Manchester	31 October & 1 November 2017	20 October 2017
London	1 & 2 November 2017	20 October 2017
Glasgow	2 November 2017	20 October 2017
London	7 & 9 November 2017	27 October 2017
Nottingham	8 November 2017	27 October 2017
Birmingham	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 [HEP Portal Services Training Events 2017](#) section found on the homepage.

Registration is limited to 18 people per training session (12 for Glasgow) 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.

What happens next?

Once registered you shall 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**

Agenda

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|--------------|---|
| 09:30 | Registration & refreshments |
| 10:00 | Training session <ul style="list-style-type: none">▪ Introduction to Student Loans Company▪ Academic Year calendar▪ Overview of HEP Portal Services▪ Student Information Service data searches and functionality |
| 12:30 | Lunch |
| 13:15 | Training session continued <ul style="list-style-type: none">▪ Student Information Service – functionality continued▪ Change of Circumstance notifications▪ Reports & Fee Payments▪ Compliance, performance and monitoring |
| 15:30 | HEP Portal Surgery for 1-2-1 queries |
| 16:00 | Close |



SLC

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