

## Learning Provider Training Events Autumn 2017

### AGENDA

- 9:30 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
- 15:45 LP Surgery for 1-2-1 queries**
- 16:00 Close**

