HE Student Support Seminar

21–23 March 2018

ACC Liverpool, Kings Dock, Liverpool Waterfront

www.slc.co.uk

SLC
Student Loans Company

Increasing Product Complexity, Simplifying Student Experience

HE Student Support Seminar
Increasing Product Complexity, Simplifying Student Experience

REGISTER AND BOOK YOUR PLACE NOW!

You are invited to join The Student Loans Company (SLC) at this year's HE Student Support Seminar, from 21 – 23 March at ACC Liverpool, Kings Dock, Liverpool Waterfront.

Our annual seminar allows Higher Education Providers (HEPs) and The Student Loans Company (SLC) to come together to share insight and knowledge on the student finance system and how it interacts with the student experience of education.

By considering both the current system and the changes for AY 2018/19, we will improve how we collaborate to fulfil the needs of all students. In AY 2018/19, the complexity of new products, the pressures to respond to change and the practicalities of delivering efficient and effective administration systems, make this working together an essential requirement.

Throughout the duration of the seminar you will have the opportunity to attend a comprehensive range of workshops, discussion groups and plenary briefings, meet and discuss plans with SLC staff from across all our services and share best practice with your peers from HEPs across the UK.

BENEFITS OF ATTENDING

This year's programme will provide delegates with an in-depth awareness of the new finance products for undergraduate and postgraduate students. Together, we will develop and share best practice arrangements for applications, attendance management and payments and explore the policy and publicity requirements which ensure students receive the right support.

The seminar will generate an invaluable plan of actions and ideas for further improving and enhancing the student finance systems.

WHO SHOULD ATTEND?

We would encourage attendance from managers, practitioners and specialists from the following business areas:

• Finance & Fees

• Registry, Student Records & Administration

• Funding Information & Guidance

• Audit & Assurance

• Student Services & Strategic Planning

• Welfare & Disabled Student Support

THE PROGRAMME

The seminar programme includes plenary, workshop and discussion group sessions. Please select your choice of workshops and discussion group sessions when you register. Workshops and discussion group sessions are allocated on a first come first served basis, therefore if a session is in popular demand, we cannot guarantee that all workshops will be available to all delegates. Most workshops are repeated more than once over the full timetable.

Throughout the duration of the seminar you will be able to attend nine sessions (workshops or discussion groups) in addition to the plenary sessions which will open each day of the seminar.

PLENARY OVERVIEW

WEDNESDAY 21 MARCH

The Complexity Challenge
Paul Smith; Head of Partner Services, Student Loans Company

Part-Time Undergraduates in Higher Education: Understanding the decline in part-time study
Claire Callender OBE; Professor of Higher Education, Birkbeck and UCL Institute of Education

THURSDAY 22 MARCH

Postgraduate students and funding - The Experience at Leeds Beckett University
Bryan Hughes; Deputy Secretary and Registrar, Leeds Beckett University

Delivering the Customer Digital Vision
Derek Ross; Executive Director of Operations, Student Loans Company

FRIDAY 23 MARCH

SFE's Social Revolution
Claire McGhee; Head of Marketing, Student Loans Company

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

WORKSHOP OVERVIEW

Attendance Management

The Student Information Service (SIS) allows providers to view detailed information relating to students attending their institution. This session will specifically focus on the impact of product changes for the coming academic year in relation to attendance management alongside upcoming system design changes for Part Time and Doctoral students visible in SIS.

This session will facilitate discussions on business requirements of Registration, Attendance and Change of Circumstances specifically demonstrating complex case scenarios and guidance on best practice that will assist providers in query resolution.

Providers will gain insight into best practice in relation to attendance management and how these impact provider performance and SLC's Service Standards.

This session will be of value to delegates who work directly with the Student Information Service.

Bursary Administration Service

A collaborative workshop that will focus on key elements of Bursary Administration that have been fed back by Higher Education Providers (HEPs) within the current academic year. The Bursary Administration Service assists HEPs in administering Bursary payments, Scholarships and Fee Waivers and delegates will have an opportunity to explore key topics that impact how providers utilise this service.

Delegates will receive a refresher on current bursary rules exploring the process for payments, reporting and reconciliation, followed by vital information required for new rules moving forward.

This session will allow delegates to participate in tailored areas of discussion that will provide insight into student evidence requirements, means testing for Part Time students and the EU Bursary process with a view to exploring the requirements and impact to providers.

This session is of value to delegates who wish to further their knowledge of the Bursary Administration and topics surrounding the service.

Countering Fraud in Student Funding

Fraud within the student finance system is not acceptable at any level. SLC's Counter Fraud Services (CFS) department work to detect and prevent fraud which can impact not only SLC but also students and providers both in terms of reputation and financially.

This session will provide delegates with an understanding of how CFS work to tackle the threat of fraud and discuss the types of fraud identified, along with offering some guidance on how to recognise potential fraud within the providers' environment.

This session will be of value to delegates whose role involves administering any Student Finance related tasks or to those offering advice & guidance to students.

Courses Management

Following the completion of course submission for Full Time Undergraduate courses this session will offer delegates an opportunity to see the Courses Management Service (CMS) system design for all 2018/19 products. Collectively we will discuss course complexities specifically in relation to the requirement of term dates for both full and part time products, course structure and the change from JACS codes to HECoS.

Delegates will receive detailed information on the upload of Postgraduate Doctoral and Part Time courses with a view to supporting timely and accurate course submission prior to product launch. Furthermore we will explore complex course scenarios that will enable experienced users to further understand course design and rationale.

This session is aimed at delegates with the current responsibility for managing courses information within their organisation.
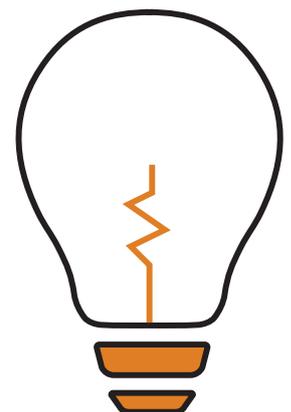
Customers, Campaigns, Content!

SLC delivers multiple information campaigns throughout the academic cycle and we're there for our customers through every stage of their journey: from early pre-apply information, to guidance on repaying (and how to avoid overpaying) their student loan after they've finished their education.

Since the marketing team last attended the HE Student Support Seminar, we've adopted many exciting new approaches: using film and multimedia guidance to great effect and redesigning all of our customer and partner-facing channels. Feedback and analytics tell us these changes have had a hugely positive impact on the overall customer experience.

The team will provide an overview of our campaigns and communications: what's new for the coming year, how this supports our drive to deliver content tailored to the customers' needs, and why working together to share guidance and content strengthens our reach and is in your best interests as well as the customers'.

This session is for anyone with an interest in improving the way in which we – collectively – break down complex student finance information and processes for students and make their Higher Education journey easier by improving their understanding all the way through.

Customer Services

During this session we will share the improvements we have made for all our customers who contact us. We will also go into detail concerning the migrant worker journey packs and expand on the benefit to the customer.

We will provide an overview on the social media team, the improvements we have made to the IVR and also our escalation process using OPX. We will give delegates an insight into the new knowledgebase and how this is utilised throughout customer services.

This session will be of value to delegates whose job role involves student advice and support.

Data Future Project

This workshop will update colleagues on the work of the Data Landscape Steering Group (DLSG) which is working to rationalise and standardise data flows across the HE sector. This includes things like the HECoS subject coding system and the code of practice for HE data collections.

This workshop will be of value to colleagues involved in processing data for the student finance system, or who are involved in data exchanges with other sector bodies such as funding councils, UCAS and HESA

Disabled Students' Allowances – Student Finance England

This session will provide delegates with a high level overview of the Disabled Students' Allowances (DSAs). The session will focus on the internal projects being worked on by Student Finance England, with the aim of modernising the service and improving the student experience.

This session will be of value to delegates whose job role is involved with, or impacted by, the DSA application and process.

Institution Experience: Bursaries, Hardship and Student Welfare Issues

SLC will facilitate a panel led discussion where multiple institutions will discuss their experience of bursaries, hardship and student welfare issues.

Delegates will listen to current challenges that institutions face, subsequent impacts to their students and potential resolutions. Questions can be posed to panel members to prompt a wider discussion and delegates will have an opportunity to share their own institutional experience with a view to promoting a greater sector discussion that will benefit colleagues who work directly in roles that are impacted by these issues.

This session will be of value to delegates whose role is impacted by bursary and student welfare within a Higher Education Provider.

Institution Experience: Registration, Attendance and Monitoring Student Engagement

SLC will facilitate a panel led discussion where multiple institutions will discuss their experience registration, attendance and monitoring of student engagement.

Delegates will listen to the institutional stance of each provider with colleagues providing detailed insight in to the successes and challenges of each key area that directly impacts Higher Education Providers. Delegates will have the opportunity to pose questions to the panel, SLC and a wider audience to generate meaningful discussion with a view to delegates taking valuable information back to their own providers that may shape a future approach to this vital business process.

This session will be of value to delegates whose role is directly impacted by attendance and monitoring engagement.

Managing Higher Education Provider Enquiries

Our Partners Support Desk is your primary contact for all enquiries. In this session we will explore the common reasons for HEP 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.

This session will also include an opportunity for us to gather your feedback for input into future continuous improvement opportunities and to share best practice and/or feedback on how we can improve the service we offer.

This session will be of value to all HE Providers, including Practitioners who have regular contact with our Support Desk or those new to an HE role to understand how we work and who our internal interdependencies are.

New HEP Services Users

Our New User session provides a fantastic opportunity to obtain exposure to the Courses Management Service (CMS), Student Information Service (SIS) and the Bursary Administration Service (BAS). Delegates will receive an overview of the business to business processes for HE Portal services, an insight into the functionality of each system and how they can be utilised to facilitate timely business processes.

We will explore how to maximise the effectiveness of provider interaction with SLC, relating to timely submissions and activities impacting student finance. We will share best practice obtained from Higher Education Providers and experienced colleagues ensuring delegates possess an awareness of how our systems can be used to achieve our Service Standards.

This session will be of value to delegates who are new to role and require an introduction to SLC Services and our HE Portal.

NHSBSA Student Services - Learning Support Fund

This session will provide delegates with an opportunity to hear details of the additional support available to Nurses, Midwives and Allied Health Professionals that the government put in place following the Health Education Funding Reforms and the removal of the NHS Bursary. The additional support is known as the Learning Support Fund (LSF) and is administered and paid by Student Services (NHSBSA).

The session will focus on student eligibility to receive LSF and the in depth detail of the three elements that make up the LSF, including the application process:

- **Child Dependants Allowance (CDA) A** means tested grant of £1,000 for students who have parental responsibility of at least one child aged up to 15 years or up to 17 years if registered with special educational needs.

- **Travel and Dual Accommodation Expenses (TDAE)** Reimbursement of excess travel and dual accommodation costs incurred during practice placements.

- **Exceptional Support Fund (ESF)** Funding support for eligible healthcare students who find themselves in genuine and unforeseen hardship during their studies.

Finally, we will share with you the latest information available on future funding for Post graduate students, Dental Hygiene and Dental Therapy Students.

This session will be of interest to delegates involved in admissions, recruitment and the support of students.

Operations – Student Finance Wales

This session will give delegates an opportunity to hear the detail around the operations delivery of Student Finance for Wales.

Delegates will receive an interactive session to promote an understanding of the operating practices at Student Finance Wales alongside understanding the challenges encountered by our customers, stakeholders and staff.

The session will cover the following:

- Inbound customer calls
- Handling of applications and evidence
- Assessment Services
- Change of Circumstances – from an assessment services perspective
- What we can do to help each other

This session will be of value to delegates whose job role is involved with, or impacted by, supporting students or sponsors through their application journey to receive their Student Finance Entitlements.

Part-Time Maintenance Loans - Policy and Implementation

AY18/19 sees the introduction of new products for HE undergraduate and postgraduate study in England and Wales. This session will give delegates an opportunity to learn more about the part time maintenance products being introduced.

Delegates will receive an explanation of the policy including eligibility and entitlement, followed by an overview of the HEP system design changes required to support implementation of the policy. We will share our design proposals for both the Course Management Service (CMS) and Student Information Service (SIS) which will enable providers to support the administration of these new products, supporting HEPs in reviewing their procedures and planning resource.

This session will be of value to delegates whose job role is involved with or impacted by part time programmes of study.

Postgraduate Doctoral Loans - Policy and Implementation

AY18/19 sees the introduction of new products for HE undergraduate and postgraduate study in England and Wales. This session will give delegates an opportunity to learn more about the postgraduate doctoral product being introduced. Delegates will receive an explanation of the policy including eligibility and entitlement, followed by an overview of the HEP system design changes required to support implementation of the policy.

We will share our design proposals for both the Course Management Service (CMS) and Student Information Service (SIS) which will enable providers to support the administration of these new products, supporting HEPs in reviewing their procedures and planning resource.

This session will be of value to delegates whose job role is involved with or impacted by postgraduate doctoral programmes of study.

Repayment System & Customer Information

This session will provide attendees with an overview of our end to end student loan repayment process, explaining how SLC work jointly with both HMRC & DWP to verify a customers eligibility to repay and subsequently recover repayments.

We will outline the process and obligations for student loan customers who are overseas, looking at how our assessors determine different repayment amounts for customers living across the world.

In addition, attendees will gain an understanding of how SLC directly recover overpayments of loans and grants from students whilst in study, withdrawn or when they graduate.

Focus will also be given to forthcoming policy and service improvements within our Repayment Division at SLC, including an update on our online services we talked about last year. An open forum discussion will follow providing an opportunity to discuss the completeness of the advice provided to students on the repayment of their student finance.

This session will be of value to delegates who provide advice on student funding including the recovery of overpayment of loans and grants.

Service Standards and Monitoring

The purpose of SLC's Service Agreement is to define the agreed commitments of SLC and HE Providers (HEPs) to deliver information requirements to each other in respect of the administration of student finance.

Our Service Agreement is a commitment by which both SLC and HEPs work collaboratively to facilitate information that promotes accurate student entitlement and timely payment. Our Service Standards have been introduced to specifically measure key indicators that are vital to a successful service for which both SLC and HEPs are accountable.

This session will provide detail into the introduction of our Service Standards, what these measures mean to you as a provider and statistical information on current HEP performance. Delegates will have the opportunity to engage in discussions specifically in relation to the importance of timely withdrawals and institutional drivers behind rising changes in circumstance. Collectively we will discuss the benefits of each measure and how providers will be monitored as we progress in to the coming academic cycle.

This session will be of value to delegates whose role is to administer or manage obligations detailed within our Service Standards.

Student Application and Self Service

To support the launch of the new part time maintenance products, a new application service is being developed for part time students. This session will take delegates through the latest version of the application for part time students.

This new design is intended to be the basis for improvements to the full time, postgraduate and further education products, providing delegates with an early view of future improvements for all students. The session will also very briefly touch upon future developments and improvements to our online offering and will highlight any changes (if applicable) to the postgraduate masters application to support the launch of the new postgraduate doctoral product.

This workshop will be of benefit to anyone providing support to students or dealing with enquiries on student applications and payments.

Student Finance England Complex Assessments

This session will present the background to the more complex applications received for student support from students who are independent, EEA Migrant Workers or have children and other dependants. In this workshop delegates will gain a better understanding of the issues involved and the SFE processes designed to assess and manage these applications.

There will be an opportunity to share knowledge and experience around how best to support these students. This session will also provide updates to upcoming process changes.

This session will be of interest to those who advise students on finance, especially those who have interaction with more vulnerable or complex students.

Student Finance England Operational Processing

This workshop will provide a comprehensive walk through of our student finance application management systems. HEP staff help many students having difficulties in completing their applications and we will describe the end-to-end process for managing applications, handling applications, verifying identity, validating household income, obtaining national insurance numbers, and completing assessments of student finance entitlement.

We will also outline our methods for prompting returning students to reapply. Delegates are encouraged to attend this workshop before attending the follow-on workshop on managing complex assessments.

This workshop will be of high benefit to any HEP staff who are required to help guide students through the application system, or who wish to undertake proactive communications with their students to help ensure they can easily progress through the application system.

Student Finance England Study Abroad

This session will look at the processes involved in ensuring that student's who are travelling abroad as part of their studies; receive the correct level of support at the appropriate times.

Delegates will gain a better understanding of what information is required to ensure that SFE can manage these applications and also understand the level of support that SFE can offer HEP's. There will be an opportunity to share experiences and knowledge from existing users of our study abroad service. The session will also cover the recent process changes to study abroad.

This session will be of interest to those who offer students advice on anything related to study abroad and abroad placements, specifically finance related queries.

Student Support in Scotland AY 2018/19

The Student Awards Agency Scotland (SAAS) will provide delegates with a complete briefing on policy and operational changes for the coming year. SAAS will outline the schedule for AY 2018/19, share views with HEPs on how best to collaborate in supporting students, and will outline the purpose and relevance of the data interactions between SAAS, HEPs and SLC.

This workshop will be of interest to any delegates keen on understanding the arrangements for working together to deliver funding to Scottish students.

Tailoring our Funding Information Engagement

The Funding Information Team provide face-to-face information and support on all aspects of eligibility and entitlement to student finance practitioners across England and Wales. This workshop will outline the policy changes in eligibility and entitlement for AY18/19 and the resources available. The workshop will also focus on how the team can utilise student call driver reasons, application trend analysis and institution level data to inform the content of targeted interventions and provide a picture of any common patterns in behaviours and how we can work together to address these and meet the potential need for additional information and resources at these key times.

We will highlight the profile of students contacting SLC at specific points throughout the year and the reasons driving these contacts, particularly where they show significant spikes in calls. Using standard eligibility and entitlement categories, we will investigate and use data to explore ways of working together to ensure that with tailored, pro-active intervention, combined with support from the FI Team, you can be as well prepared as possible to offer the right support at the right time for your students.

The session will be of value to delegates whose role involves recruitment and support of students.

The BIG Debate

The BIG Debate is set within a debating chamber style environment in which we will examine ideas, topics and operational policies. Delegates can hear and discuss opposing views from panel members made up of Senior SLC Managers and a Higher Education Provider. There will be a debate moderator appointed to hold panel members to time limits and try to keep them from straying off the topic of the questions being raised in the debate.

For each session Motions will be both pre-set, and raised by delegates on the day. The panel will express their own opinions on the following range of subjects:

Wednesday 21 March relates to Application Systems

Pre-set motions are likely to include:

- This workshop believes that the application systems should be open in November prior to the AY
- This workshop believes undergraduate students should apply once for funding for their whole course

Thursday 22 March relates to Administration Systems

Pre-set motions are likely to include:

- This workshop believes there should be a termly attendance confirmation before maintenance payments are made
- This workshop believes fee loan payments should be released immediately upon receipt of an attendance confirmation

Friday 23 March relates to Tuition Fee Loans arrangements

Pre-set motions are likely to include:

- This workshop believes that the application systems should be open in November prior to the AY
- This workshop believes that HEPs should be charged an administration fee by SLC for making fee loan payments

Delegates at The BIG Debate will enjoy an informal approach to generate rich insight from the discussions, opinions and votes debated, for future thinking.

Please note: The motions above are theoretical rather than intended plans and are designed purely to generate lively debate.

Undergraduate CoC Reassessments & Recovery of Overpayments

This session is aimed at providing insight into the end to end undergraduate change of circumstances (CoC) process, detailing some of the complexities faced once information is submitted to SLC through the Student Information Service.

Exploring the implications of the information contained within provider change of circumstances by discussing the situations where SLC are required to make contact with a HEP, increasing processing time, reassessments on applications that lead to overpayments, as well as the process for recovering overpayments. This linked up understanding of the CoC journey will provide context to why SLC have implemented Service Standards, and ultimately aims to improve the CoC sector performance against these measures.

This session will be of particular interest to Registry/Student Records staff who submit CoCs through the Student Information Service; however, as we will cover the end to end process up to the point of recovery of overpayments, it will also hold value to those in Finance related roles.

DISCUSSION GROUPS

HEP Portal - System Design & Development

This session provides an opportunity for Higher Education Providers to engage in a workshop to openly discuss product and enhancement work within the Student Information Service (SIS), the Courses Management Service (CMS) and the Bursary Administration Service. The session will focus on previous delivery feedback along with upcoming changes and discussion around improvements for the future.

This session allows users of the HE Portal to engage directly with Product Managers and members of the technical development team responsible for delivering solutions within these systems.

HEP Satisfaction Survey

A collaborative session to understand, explore and provide insight on the drivers for partner satisfaction in the context of HEP Satisfaction Survey.

You will receive an overview of the survey framework, methodology, approach and the key drivers of satisfaction. We will also ask you to participate in an interactive session to review and analyse partner feedback to date and you will provide insight on the future actions SLC can take to support enhanced partner satisfaction.

This session will be of interest to people that have a view on the service SLC delivers and who have an opinion on how SLC can deliver a better service to HEPs.

TABLE TALKS

Table Talks provide the setting for small group discussions on very specific subjects of interest, which SLC believes will generate detailed insight and innovative thinking on a number of areas of SLC/HEP partnerships.

Each host of the topics outlined below will be allocated fifteen minutes for discussion per group; each group will have a maximum of 7 delegates and will cover all four topics. The topics this year are:

Practitioners Support

When seeing to fulfil enquiries on student eligibility and entitlement, the available options are Practitioners Support Line, Practitioners Website, and the Funding Information Services team. Which ones work best?

Earlier Release of Fee Payments

What if HEPs could be paid earlier? Would HEPs be quicker with Attendance Confirmations, would cash flow predictions be better, would mistakes arise?

Withdrawal Notifications Timescales

With most HEPs achieving most service standards, there is still scope to improve the speed of withdrawal notifications. What else can be done? Why is there such institutional variation? What can SLC do better to help?

Consistency of Advice

Giving consistent advice to HEPs and students is the top area of dissatisfaction in our HEP surveys. What topics and subject areas stand out the most, and how can we be sure the student gets clarity of understanding?

INFORMATION HUB

Throughout the seminar, during refreshment and lunch breaks, 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.

There will also be an opportunity this year to pre book some time with your Account Manager or an SLC subject matter expert, to talk through a specific issue or idea. Times will be limited by the agenda and we will provide details of how to book these sessions prior to the seminar.
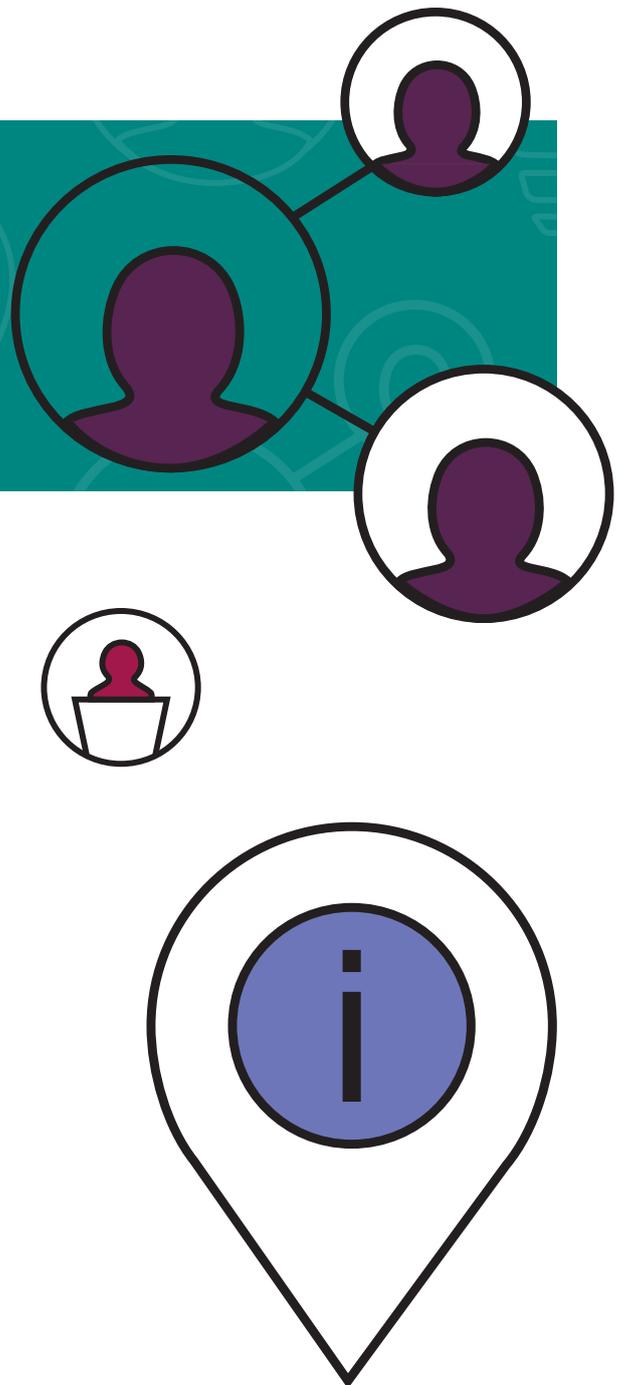
LOGISTICS AND NEXT STEPS

WHEN

Wednesday 21 – Friday 23 March 2018

WHERE

ACC Liverpool

Kings Dock, Liverpool Waterfront, L3 4FP

DOWNLOAD THE APP!

Following the introduction of our conference App at the HE Student Support Seminar last year, you told us that you felt it added to the seminar experience and would like it to be used at future events. We are currently updating the App for this years' event.

As with last year, this will be a paperless conference – you won't be handed any paperwork when you arrive other than your badge. Once registered, you will receive an email encouraging you to follow the link to download our conference App.

To get the most out of the conference, be sure to download the App to your mobile device(s) before you arrive on the day. The link will take you to download options depending on which type of device you have (IOS, Android, Web).

Once you have the App you will find the complete conference information including a full programme for the 3 days, details of the individual workshops including locations and much more information. You can find your way around the venue with the interactive map of the conference locations and build your own itinerary by bookmarking the sessions you are attending.

You can use the App to network with your fellow delegates, rate and review the sessions you attend and post pictures and comments from your days.

The app will also feature live voting and polling functions which will be an essential part of certain sessions.

You will be kept up to date throughout the conference with live notifications keeping you on track with session timings and what is happening throughout the day.

Look out for the App download email once you have registered!

Please note: To ensure this doesn't get blocked please ensure you save **HEstudentsupportseminar@speak.co.uk** as a safe email address in your settings.

HOW TO REGISTER

Please register via our events online registration website: **www.events-slc.co.uk** Please log into your events user account and follow the instructions within HE Student Support Seminar 2018 section found on the homepage.

We can only accept payments by Bank Transfer/Cheque/Credit Card. Please ensure you have the PO information when you register if paying via BACS.

All registration forms must be completed via our online registration site; we cannot accept any bookings over the phone or via email. Full information on the packages available and costs can be found below.

Once registered you shall be sent an automated email confirming your registration and the details submitted.

Please note: To ensure this doesn't get blocked please ensure you save **events@events-slc.co.uk** as a safe email address in your settings.

CLOSING DATE FOR REGISTRATION: FRIDAY 9 MARCH 2018

DELEGATE PACKAGE COSTS

• PACKAGE ONE
Full Seminar – 21, 22 AND 23 MARCH

£595.00 + VAT

2 nights bed and breakfast accommodation (21 & 22 March)

Admittance to all plenary and workshop sessions

Lunch on all days (21, 22 & 23 March)

Admittance to both evening events including dinner (21 & 22 March)

• PACKAGE TWO
2 Day, 1 Night – 21, 22 MARCH

£440.00 + VAT

1 night bed and breakfast accommodation (21 March)

Admittance to plenary and workshop sessions (21 & 22 March)

Lunch on both days (21 & 22 March)

Admittance to evening event including dinner (21 March)

• PACKAGE THREE
2 Day, 1 Night – 22, 23 MARCH

£440.00 + VAT

1 night bed and breakfast accommodation (22 March)

Admittance to plenary and workshop sessions (22 & 23 March)

Lunch on both days (22 & 23 March)

Admittance to evening event including dinner (22 March)

• PACKAGE FOUR
Full Day Delegate – 21, 22 AND 23 MARCH

£290.00 + VAT

Admittance to plenary and workshop sessions

Lunch on all days

• PACKAGE FIVE
Half Day Delegate – 21 MARCH

£85.00 + VAT

Admittance to plenary and workshop sessions

Lunch

• PACKAGE SIX
One Day Delegate – 22 MARCH

£150.00 + VAT

Admittance to plenary and workshop sessions
Lunch

• PACKAGE SEVEN
Half Day Delegate – 23 MARCH

£85.00 + VAT

Admittance to plenary and workshop sessions
Lunch

ADDITIONAL PACKAGES FOR DAY DELEGATES ONLY

• PACKAGE EIGHT
Evening Event including Dinner – 21 MARCH
£65.00 + VAT

• PACKAGE NINE
Evening Event including Dinner – 22 MARCH
£65.00 + VAT

• PACKAGE TEN
Both Evening Events including dinner – 21 and 22 MARCH
£130.00 + VAT

ACCOMMODATION

All the Hotel accommodation will be in Liverpool city centre close to the ACC. The hotels we have booked are the Jurys Inn Liverpool and the Hotel Pullman Liverpool (please note should our numbers exceed expectation a third hotel will be booked).

https://www.jurysinns.com/hotels/liverpool

http://www.pullmanhotels.com/gb/hotel-9227-pullman-liverpool/index.shtml

All bookings are on a bed and breakfast basis. Accommodation will be booked on a first come first served basis, we will be back in touch with you week commencing 12 March 2018 to confirm your accommodation booking details.

TRAVEL

Rail

ACC Liverpool is a 20-minute walk from Lime Street or a short taxi ride. You can also transfer at Lime Street onto the underground Wirral Line trains to James Street station (10-minute walk) or catch the CityLink bus which runs every 12 minutes as a circular service around the city centre and stops at both Liverpool Lime Street and ACC Liverpool.

If travelling from outside Merseyside, you can catch an underground train to James Street station from Lime Street, inclusive in the cost of your ticket.

Bus & Coach

ACC Liverpool is just five minutes' walk from the Liverpool ONE retail development bus station, which also has long distance coach services.

Car

Less than 20 minutes from the UK motorway network and adjacent to Liverpool's main through road, ACC Liverpool is perfectly placed if arriving by car.

From the Wirral:

From the Wirral, Wales and the M53, stay on the M53 motorway to the end as it becomes the A59 into the Wallasey (Kingsway) Tunnel.

Go through the tunnel and follow signs to Liverpool Waterfront.

From the South:

Approaching from the south, leave the M6 at junction 21A and take the M62 to Liverpool.

At the end of the M62 follow signs for Liverpool City Centre along Edge Lane, picking up and following signs for The Waterfront.

From the North:

Approaching from the north, leave the M6 at junction 26 and follow signs for M58 Liverpool.

Follow to the end of the M58 and then take signs for A59 Liverpool. Continue to follow Liverpool City Centre until picking up signs for the Waterfront.

Parking

Please note: The Liverpool Waterfront Car Park, the ACC onsite car park, is currently closed. Information on alternative parking will be forwarded along with your accommodation booking details (if applicable) week commencing 12 March.

Air

Liverpool John Lennon Airport is located to the south of the city and is approximately 7km from the city centre. Buses run to and from the airport from Liverpool city centre and Liverpool South Parkway rail station.

To help you with your journey planning please consider the link below:

http://www.accliverpool.com/visiting-us/travelling-here/

CONTACT US

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

✉ events@slc.co.uk   ☎ 0141 306 2154

AGENDA

WEDNESDAY 21 MARCH - SEMINAR

11:00   Registration & Information Hub opens

11:45   Lunch available

13:00   Plenary
The Complexity Challenge
Part-Time Undergraduates in Higher Education: Understanding the decline in part-time study

14:00   Workshop session

15:00   Refreshment break & Information Hub opens

15:30   Workshop session

17:00   Workshop session

18:00   Close

INFORMAL EVENING

Details to follow

AGENDA

THURSDAY 22 MARCH – SEMINAR

08:00   Registration & Information Hub opens

09:30   Plenary
Postgraduate students and funding - The Experience at Leeds Beckett University

10:00   Workshop session

11:00   Workshop session

12:00   Lunch & Information Hub opens

12:45   Energiser

13:15   Plenary
Delivering the Customer Digital Vision

14:00   Workshop session

15:30   Refreshment break & Information Hub opens

16:00   Workshop session

17:00   Close

THURSDAY 22 MARCH – GALA DINNER

19:00   Coach depart from hotels to St George's Hall, Liverpool

19:20   Drinks reception

20:00   Dinner followed by disco

22:30   First coach departs for hotels

00:30   Bar closes

00:30   Second coach departs for hotels

AGENDA

FRIDAY 23 MARCH – SEMINAR

08:30   Registration & Information Hub opens

10:00   Plenary
SFE's Social Revolution

10:30   Workshop session

12:00   Refreshment break & Information Hub opens

12:30   Workshop session

13:30   Grab & Go lunch

14:00   HE Student Support Seminar close