

Academic Year 14/15 Clearing Messages

INTRODUCTION

SLC have been communicating messages to students regarding their applications and actions to be taken to ensure timely release of both their maintenance and tuition fee payments. This bulletin includes messages for HE Providers to support these student communications.

STUDENT MESSAGES

We are currently communicating with students to advise key messages to explain what students should do if they get a place at university or college through the 'Clearing' process and how to make changes to their application if their course, HEI or loan amounts have changed.

These messages have been issued using various methods of communication including letters, SMS text messages, online videos, quick guides and websites updates.

STUDENT CHANGE OF CIRCUMSTANCES (COCS):

We will be communicating the following messages around student CoCs to all students throughout the application cycle:

- If your course, income or family circumstances change after you apply for student finance, you need to let us know as it may affect what you're entitled to.
- If you want to make any changes to your student finance application, login to your online account and select 'change your application'.
- Any changes you make will mean we'll have to re-assess your application.
- Most changes take at least 6 weeks to process, however some changes will be processed within 48 hours – check your online account for updates.
- We'll contact you by post once your changes have been approved.

'CLEARING' GUIDANCE AND RESOURCES:

- Clearing film – 'One minute for Clearing' – is available on:
 - youtube.com/sfefilm
 - The Student Room
(www.thestudentroom.co.uk/studentfinance)
 - SFE practitioners' website
(www.practitioners.slc.co.uk)

- Clearing leaflet – available to download and print at http://www.sfengland.slc.co.uk/media/799707/sfe_clearing_leaflet_2014.pdf

PRE LIABILITY COCS

Though students are able to correct their information we would also remind Providers that they can also ensure student information is accurate and available for confirmation prior to the first liability point by submitting pre liability CoCs as soon as the information has appeared on Student Information Service (SIS).

Pre liability **internal transfers** to correct a student's course can be processed automatically and this can ensure quicker availability to confirm attendance as the student's corrected information will appear in SIS within 48 hours.

External transfers should also be completed as soon as you are aware of the student attending your institution, as this will mean that the student will appear for Attendance Confirmation to release fees. Especially in relation to Clearing activity it may be helpful to check if a student has already applied for student support as part of your standard process.

MANUAL REGISTRATION

Should an external transfer not be completed and a student arrive at your institution with an approved student finance application for another provider, to ensure there is no delay to their receipt of Maintenance Support you are able to submit a Manual Registration Confirmation within SIS.

This must be followed up by a CoC if this student is transferring into your institution to ensure the student appears on your Attendance Worklist for confirmation to release Tuition Fee Payment.

Please be aware that Manual Registration functionality is only available for publicly funded institutions.