

13/14 Academic Year Attendance Confirmations

For Autumn start students the final 50% Tuition Fee payment was released to institutions on Wednesday 7 May following receipt of a 3rd positive Attendance Confirmation.

To date, approx **£12 Billion** has been paid, for both Maintenance & Tuition Fee Funding.

Where an HE Provider is in a **Negative Balance**, any recoveries scheduled are offset against any future payments. This offsetting of funds continues on a weekly basis until the Provider returns to a Positive Balance. Remittance Advice is then created for all payments made in the interim.

By way of assisting during this period, a **Negative Balance Report** will be sent out from mid June on a monthly basis to all Providers in a negative position. The report will detail all Loan and Grant payments along with recoveries scheduled.

Bursary Service - HEBSS and WBS

Subscribing Providers are now able to update and submit their bursary rules for 2014/15 Academic Year.

If you require any advice or assistance in completing the process, or have any other queries with regards to set up for the coming year then please contact your Relationship Manager.

The E-Learning Modules and **updated user guide** will also be made available within the Bursaries homepage on the HE Portal which will take you through how to administer the process.

HYBRID CONTRACT

Subscribing Providers should now have received the new contract for the outsourcing of Bursary Administration Service as we align our previous two services.

The requested return by date has now passed and we would encourage institutions to return two signed copies of each contract as soon as possible. This contract is required to ensure that your service is available for the forthcoming 14/15 application cycle.

AY 14/15 Courses Service

PART TIME COURSE RETURN

The Part Time (PT) course return for 2014/15 Academic year opened for all domiciles on the 24 February. Thank you to those HE PT Providers who have now completed their return.

If you have completed your submission, please could you ensure that any closed courses are promoted to "live" on the system and that you alter the predicted number of courses to match your actual number entered in order that you show 100% complete on the submission report.

For those of you, who have not completed, the 2014/15 Academic Year service is now open for English domicile students in April and for Welsh/Northern Irish domicile students in July, so it is vital that this information is received to ensure your students can link successfully to your courses.

The 2014/15 Academic Year Courses User Guide with supporting guidance is available on the HEI Services website alongside the Courses Service eLearning Training Modules.

Student Support Seminar

Many thanks to all those who attended the recent 2014 Student Support Seminar from the 12th to 14th March at the Palace Hotel in Manchester. The primary focus of this years seminar was to maximise the effectiveness of how the Student Loans Company and HE Providers interact to deliver student finance and HE funding services.

The event was our largest annual seminar to date with over 500 delegates attending over the three days.

Copies of all the presentations delivered are now available on the HEI Service website, contact details for each of the presenters can be found on the final slide of most of the presentations.

SYSTEM ENHANCEMENT REQUESTS

The services hosted on the HEI Portal are business-critical for Providers and SLC in the administration of the student finance. The operational effectiveness of the systems is enhanced by dialogue between SLC and Provider staff, providing short and long term consensus on issues, developments and performance. The Student Support Seminar is seen as a key event which strongly encourages and promotes this discussion. Enhancement requests are being collated and will be updated on the appropriate Enhancement Catalogues.

NON SYSTEM ENHANCEMENTS / ACTIONS

As the programme of the Seminar did not solely focus on system based business to business interactions, any recommendations made for improvements to other areas will be pursued by HEI Services with relevant departments.

Summer Regional Forums — Save the Dates

The Service Review forums offer HE Providers a chance to receive updates on current and future services, provide feedback to SLC, as well as planning, confirming and defining Provider activity.

The feedback received is used to improve and develop the services we offer while also providing an excellent environment to share best practice with peers from neighbouring institutions.

Who should attend?

The forums are aimed at student support managers and practitioners who are responsible for the business to business interactions between SLC and the institution.

In order to ensure that the topics covered at the forums reach the correct people at institutions we would expect that all attendees cascade the information presented at the forums to the relevant parties at their institution.

The dates and venues are as follows:

Wed 18 June	Sheffield
Thurs 19 June	Belfast
Wed 25 June	London
Thurs 26 June	Brighton
Fri 27 June	Canterbury
Wed 2 July	London/Chester
Thurs 3 July	Roehampton/Chester
Tues 8 July	Falmouth
Thurs 10 July	Dundee
Thurs 17 July	Durham
Tues 22 July	Aberystwyth
Wed 23 July	Coventry
Thurs 24 July	Leicester
Fri 25 July	Chelmsford

Please make a note of the dates and further information will be issued shortly, however please be aware that the number of attendees is limited for each institution.

Student Information Service (SIS)

EARLY DATA SHARE

Early Data Share functionality provides HE Providers with earlier visibility within Student Information Service (SIS) of those students who have been Approved for funding, but have not as yet returned their on-line declaration for processing. This application workstage is known as 'Approved Awaiting Signature'.

Students with an 'Approved Awaiting Signature' application status have now been populated into SIS for AY 2013/14 and 2014/15. This important change allows Providers, to further encourage respective students to finalise their applications, by returning their on-line declaration forms, and to change or correct, any Application errors at an earlier stage in the application cycle, including course and fee information.

Change of Circumstances (CoC)

SUSPENSION CHANGE OF CIRCUMSTANCES

The Student Support Regulations advise that a further 60 days of support is available to a student if they are suspending their studies on the grounds of ill health.

On the HE Providers Change of Circumstance for Suspensions, you can enter the reason for suspension as ill health which will enable this support to be extended automatically without further evidence being requested from the student.

Please ensure that if advising SLC of Suspension on Health grounds that you have followed your own validation of approving the absence for this reason. If the student had a longer period of absence due to ill health over the 60 days and they were suffering financial hardship then the student would need to advise us of this and make a request for further support giving us some evidence of their condition and financial hardship.

PART TIME COCs

For Part Time students who began their study pre 2012/13 in England or existing Part Time Grant funded students for Wales and Northern Ireland Change of Circumstances can not be done via the Student Information Service and must be completed using a Paper CoC form.

To assist with the processing of these forms, Providers are able to email the paper forms directly to the CoC team at CoC@slc.co.uk

STUDENT ONLINE COCs

Students are currently unable to inform of changes to their circumstances via their online account other than their personal details - e.g. bank or contact details.

This is functionality due to be available in July but until this time students wishing to alter details they provided in their application can download and complete a 'Change of Circumstances form.' available of the Student Finance pages of Gov.UK