

Higher Education Provider Contact Directory



Department	Phone	Contact Hours	Email	SLA	Query Type
Partner Services:					
HEP Services	Regional Contact	Mon-Fri 9am to 5:30pm	HEP_services@slc.co.uk		Primary point of contact for institutions with regards to general advice, best practice and future developments.
LP Services	Regional Contact	Mon-Fri 9am to 5:30pm	lpervices@slc.co.uk		Primary point of contact for Learning Providers with regards to general advice, best practice and future developments on the Learning Provider Portal or other administration processes.
Partner Services		Mon-Fri 9am to 5:30pm	partner_services@slc.co.uk		Enquiries regarding stakeholder and partner engagement including Forum and working groups.
Funding Information Partner Account Managers	Regional Contact	Mon-Fri 9am to 5:30pm	fundinginformationpartners@slc.co.uk		Enquiries regarding student finance information, advice and guidance, including requests to participate in partner events.
Operations Services:					
Courses Service	0300 100 0642	Mon-Fri 9am to 5:30pm	HEP_services@slc.co.uk	10 working days	Primary point of contact for operational queries and issues for the Course Service.
Student Information Service	0300 100 0642	Mon-Fri 9am to 5:30pm	sis@slc.co.uk	10 working days	Primary point of contact for operational queries and issues for the Student Information Service.
Tuition Fee Payments	0300 100 0642	Mon-Fri 9am to 5:30pm	feepayments@slc.co.uk	10 working days	Primary point of contact for operational queries and issues for Fee payments.
Change of Circumstances	0300 100 0642	Mon-Fri 9am to 5:30pm	coc@slc.co.uk	10 working days	Primary point of contact for operational queries and issues for Change of Circumstances.
Bursary Administration Service	0300 100 0642	Mon-Fri 9am to 5:30pm	bursary@slc.co.uk	10 working days	Primary point of contact for operational queries and issues for the Bursary Service (HEBSS/WBS).
Learning Provider Operation Services (England Only)	0300 100 0643	Mon-Fri 9am to 5:30pm	lp_operations_services@slc.co.uk		Specific operational queries when using the system.

Practitioners Support:

Practitioners Helpline 0300 100 0618 Mon-Fri 10am to 4pm SSIN_queries@slc.co.uk 15 working days Practitioner Helpline and email box is for detailed or complex regulatory advice.

Practitioners Helpline 0300 100 0618 Mon-Fri 10am to 4pm SWFIN_queries@slc.co.uk 15 working days Practitioner Helpline and email box is for detailed or complex regulatory advice.

Designation Queries 0300 100 0642 Mon-Fri 10am to 4pm HEP_services@slc.co.uk 5 working days Specific queries about the designation process or eligibility for courses.

Security & Information Assurance:

Security & Information Assurance: phishing@slc.co.uk To raise any communications that you feel are suspicious, or are concerned about the safety of your account.

Student Finance England:

Early Study Abroad study_abroad@slc.co.uk To send confirmation of early study abroad and any relevant information needed.

Advanced Learner Loans 0300 100 0619 Mon-Fri 9am to 5:30pm For Learners or Providers to call with learner specific queries.

SFE Disabled Student Allowances Enquiries:

Disability Practitioner Services 01325 215194 Mon-Fri 9:30am to 4:30pm disability_adviser@slc.co.uk Primary point of contact for HEI Disability Practitioners regarding DSA applications.

Needs Assessment Centres 01325 215194 Mon-Fri 9:30am to 4:30pm access_centre@slc.co.uk Primary point of contact for Study Needs Assessors.

Late final year DSA applications 01325 215194 Mon-Fri 9:30am to 4:30pm dsa_late_apps@slc.co.uk For Needs Assessors or Disability Advisors submitting information on late, final year applicants.

Needs Assessment Reports 01325 215194 Mon-Fri 9:30am to 4:30pm needs_assessment_reports@slc.co.uk Submission of Needs Assessment Reports via encrypted PGP software.

DSA supplier invoice queries 01325 215194 Mon-Fri 9:30am to 4:30pm invoice_team@slc.co.uk For DSA supplier invoice queries or specific student queries.

SFW Disabled Student Allowances Enquiries:

Disability Practitioner Services	0300 100 0602	Mon-Fri 9am to 3pm	sfw_disability_adviser@slc.co.uk	10 working days	Primary point of contact for HEI Disability Practitioners regarding DSA applications.
Needs Assessment Centres	0300 100 0602	Mon-Fri 9am to 3pm	sfw_access_centre@slc.co.uk	10 working days	Primary point of contact for Study Needs Assessors and for submission of Needs Assessment Reports.
Students and DSA suppliers	0300 100 0602	Mon-Fri 9am to 3pm	sfw_dsa_team@slc.co.uk	10 working days	Primary point of contact for students and DSA equipment suppliers.
DSA supplier invoice queries	0300 100 0602	Mon-Fri 9am to 3pm	sfw_invoice_team@slc.co.uk	10 working days	For DSA supplier invoice queries or specific student queries.
Late final year DSA applications	0300 100 0602	Mon-Fri 9am to 3pm	sfw_late_applications@slc.co.uk	5 working days	For Needs Assessors or Disability Advisors submitting information on late, final year applicants (less than 14 weeks remaining on course when first applying for DSA).
Needs Assessment Reports	0300 100 0602	Mon-Fri 9am to 3pm	sfw_needs_assessment_reports@slc.co.uk	5 working days	For Needs Assessment Centres to send Needs Assessment Reports via encrypted PGP software.
Student Claims	0300 100 0602	Mon-Fri 9am to 3pm	sfw_student_claims@slc.co.uk	5 working days	For students submitting evidence of claims for reimbursement.
Open University	0300 100 0602	Mon-Fri 9am to 3pm	sfw_open_university_enquiries@slc.co.uk	5 working days	For Open University to provide course details of Open University students and PGP encrypted information.