

Withdrawals and Student Funding

HE Account Managers
Partner Services

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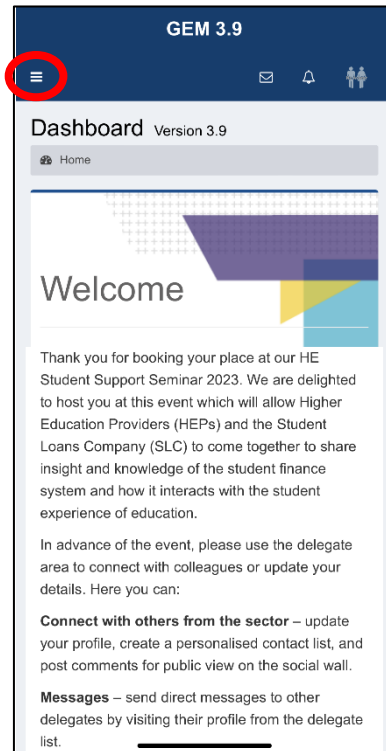
Introduction

Understanding the statistics and implications of late notifications on student finance



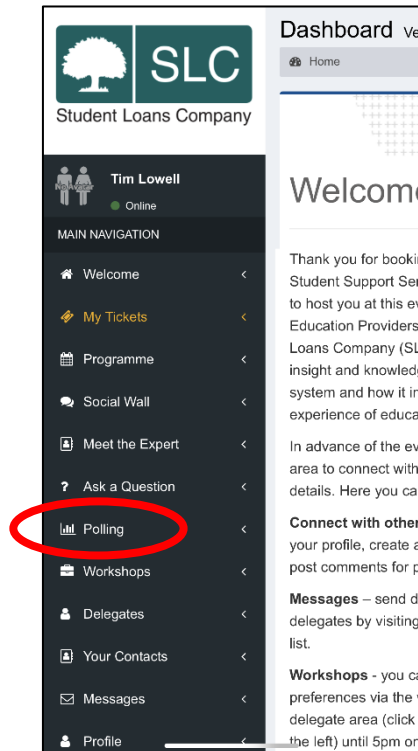
Polling questions

1



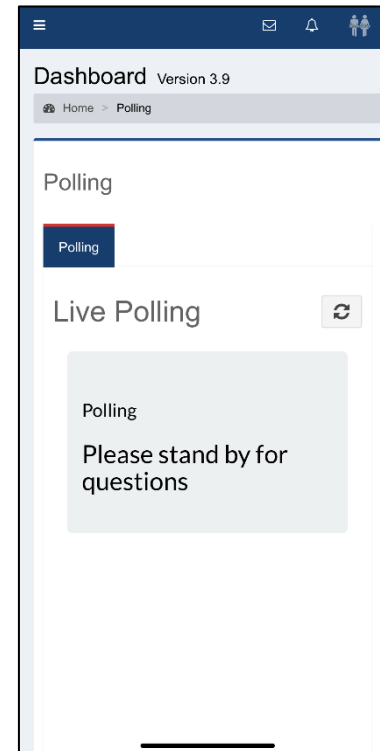
1. Log into the **delegate area** using the details provided when you registered

2



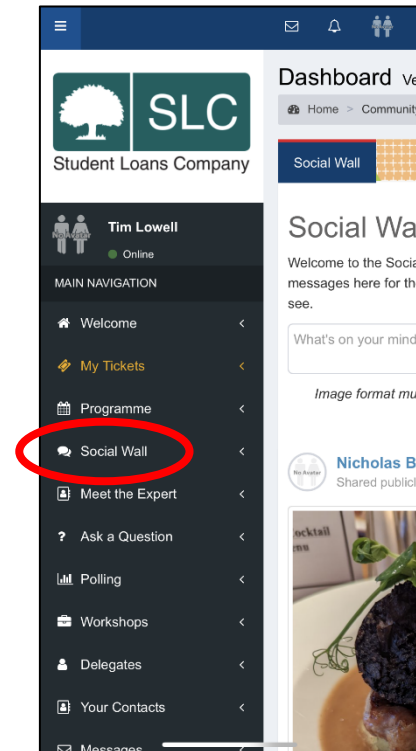
2. Select **Polling** from the menu

3



3. **Polling:** Polls will appear here. Select your answer and submit

4

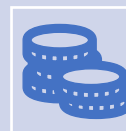


4. Don't forget to **post** your thoughts and photos on the **Social Wall**

Withdrawal Overpayments in AY2021/22



£26,349,706 in Loans paid to 10,587 students that they were not entitled to



£1,657,739 in Grants paid to 1226 students that they should not have received

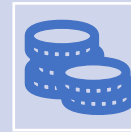


A total of **£28,007,442** in Maintenance & Grant overpayments

Withdrawal Overpayments in AY2022/23



£9,216,579 in Loans paid to 4,217 students that they were not entitled to



£43,897 in Grants paid to 481 students that they should not have received



A total of **£9,260,476** in Maintenance & Grant overpayments

Withdrawal Overpayments in AY2021/22

- **£25,950,743** of Tuition Fee Loans paid to Providers for 9,623 students no longer attending

- A total of **£53,958,185** in overpayments, including Maintenance Loan and Grants



Withdrawal Overpayments in AY2022/23

- **£8,359,608** of Tuition Fee Loans paid to Providers for 3,867 students no longer attending
- A total of **£17,620,085** in overpayments, including Maintenance Loan and Grants



Definition of a withdrawal



Withdrawal refers to the point at which scheduled learning, teaching and assessment activities and other active and on-going engagement end in agreement with the Provider



A withdrawal applies where there is no intention on the student to re-engage and means there is no further obligation on the student to pay fees to the Provider



A withdrawal results in termination of a student's period of student finance eligibility

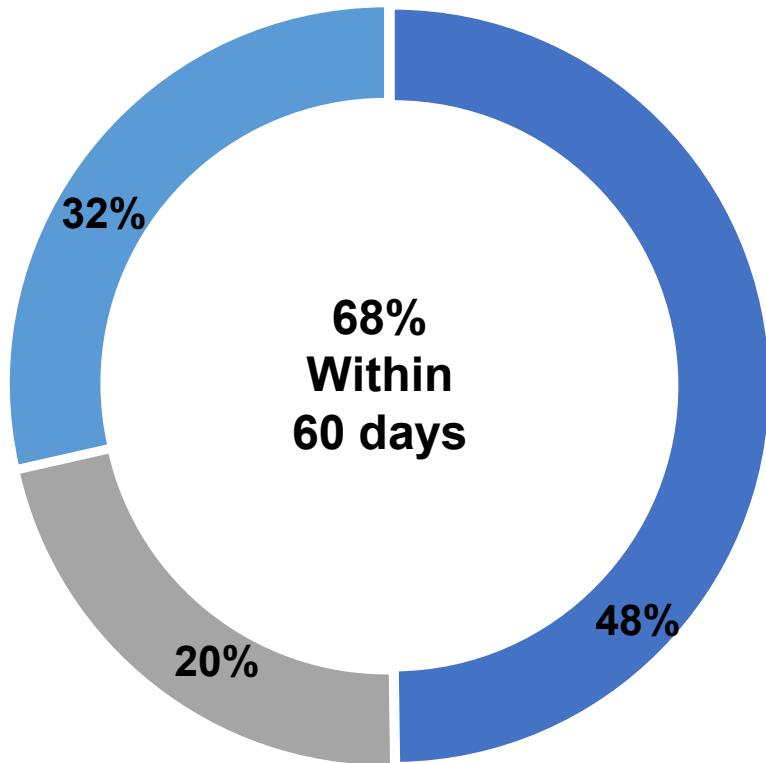
Service Standard

CoC Type	Provider Responsibility	SLC Responsibility
Withdrawal	<p>80% of withdrawals reported within 60 days of effective date</p> <p>95% of withdrawals notified to SLC within 7 days of the withdrawal decision being made</p>	Reassessed automatically (where possible) and updated on SIS within 24 hours



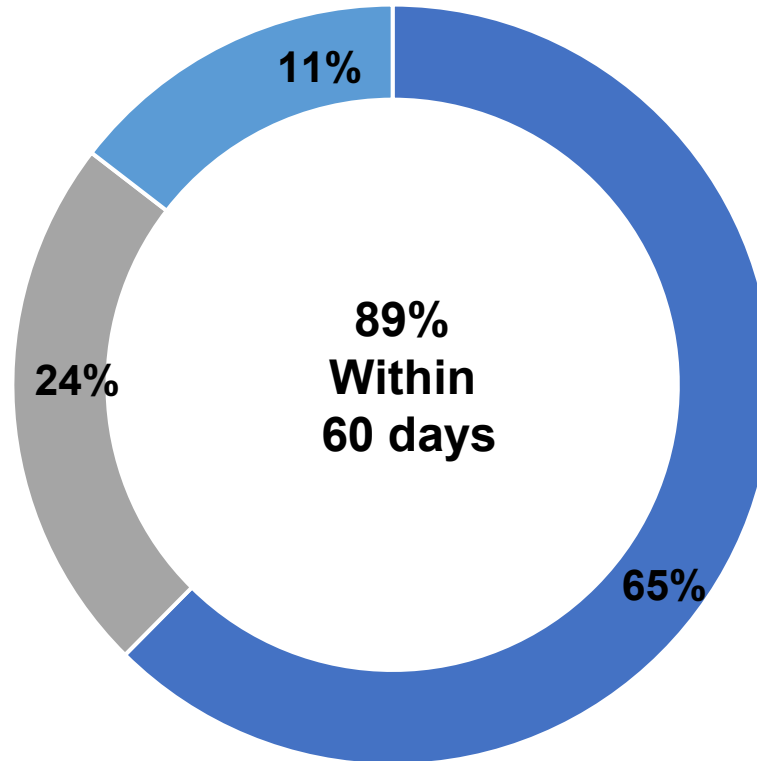
Withdrawals – CoC submission rates

21/22 Withdrawals



Total Withdrawals 37,137

22/23 Withdrawals YTD



Total Withdrawals 18,385

- Within 30 days
- 30 - 60 days

Withdrawals – Regional Provider Performance AY21/22

Region	Overall % Within 60 Days
SCITT	100%
South London	90%
Northern Ireland	87%
East Midlands & Central	79%
North East & Yorkshire	79%
Scotland	78%
West Midlands	77%
West London	77%
South West	74%
North West	72%
Wales	70%
South East	69%
East Anglia	63%
Central London	60%
Eire	57%
English Colleges South	56%
English Colleges North	54%
London	44%

Withdrawals – Regional Provider Performance AY22/23 To Date

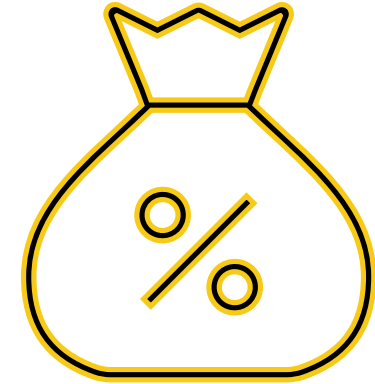
Region	Overall % Within 60 Days
SCITT	94%
South London	92%
Scotland	90%
West London	90%
Northern Ireland	89%
East Midlands & Central Yorkshire & Humberside	88%
South West	87%
Wales	87%
North West	86%
North East	85%
South East	84%
Central London	84%
West Midlands	84%
East Anglia	81%
English Colleges North	78%
English Colleges South	72%
Greater London	72%
Eire	50%
Scottish Colleges	33%

Impact on the Student:

Funding will be recalculated based on the last date of attendance

SLC will seek immediate recovery of any finance paid when the student wasn't in attendance

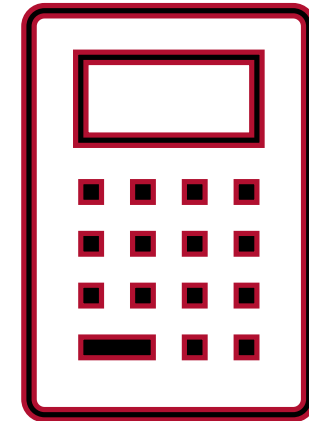
Student will receive a new entitlement letter detailing any changes to funding



Impact on the Provider:

Fees will be recalculated based on the last date of attendance

Any fees paid to the institution when the student wasn't in attendance at the relevant liability point will be clawed back on the next payment run



Impact of Withdrawals

Provider management of accurate submission of withdrawals

OFFICIAL

OFFICIAL



Reason for withdrawal

Left during course

For the majority of withdrawal CoCs after the start of term, when attendance has been confirmed correctly

Left during cooling off period

Effective date greater than or equal to course start date
No fees charged

Never Attended or Confirmed in Error

Effective date needs to be prior to course start date
No fees charged

Health

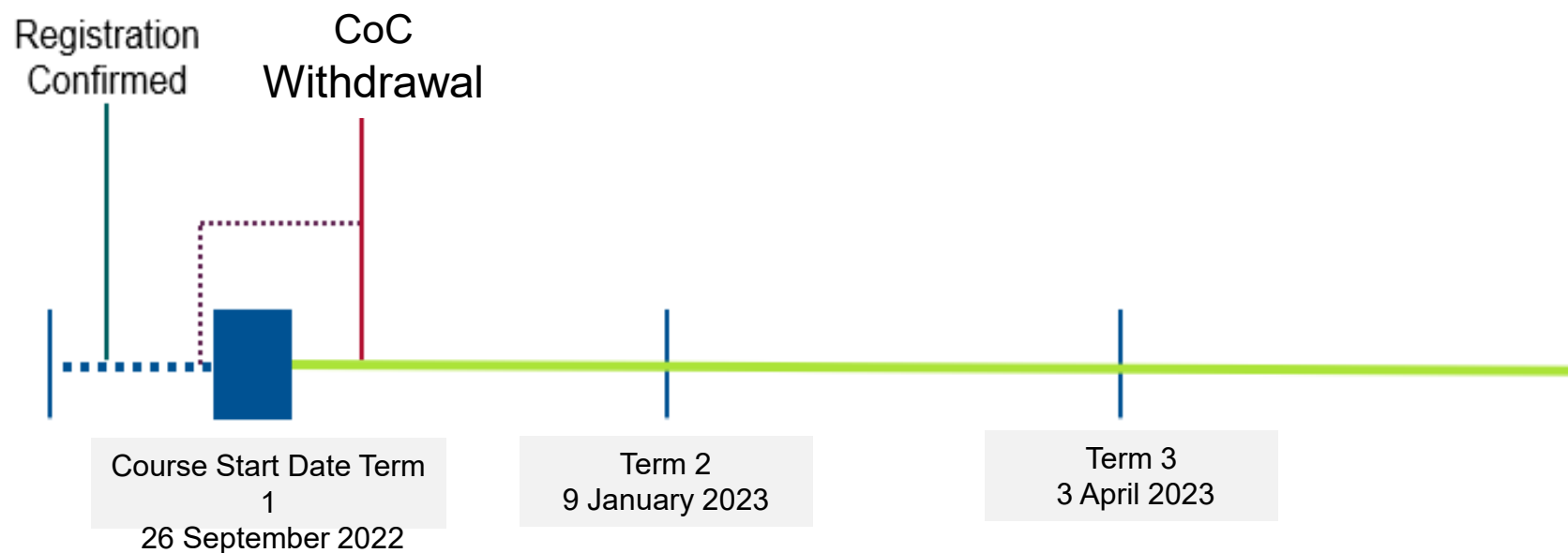
To be used if student left during the course due to health reasons

Deceased

To be used if student passed away during the course

Student enrolled but never attended

Registration Confirmed	Attendance Confirmed
✓	✗



Effective date:

Day before course start
– 25 September 2022

Select reason:

Never in Attendance - Confirmed
in error

Tuition Fee Charge: £0

Tuition Fee Liability: £0

Application cancelled:

Student in Maintenance Loan
overpayment

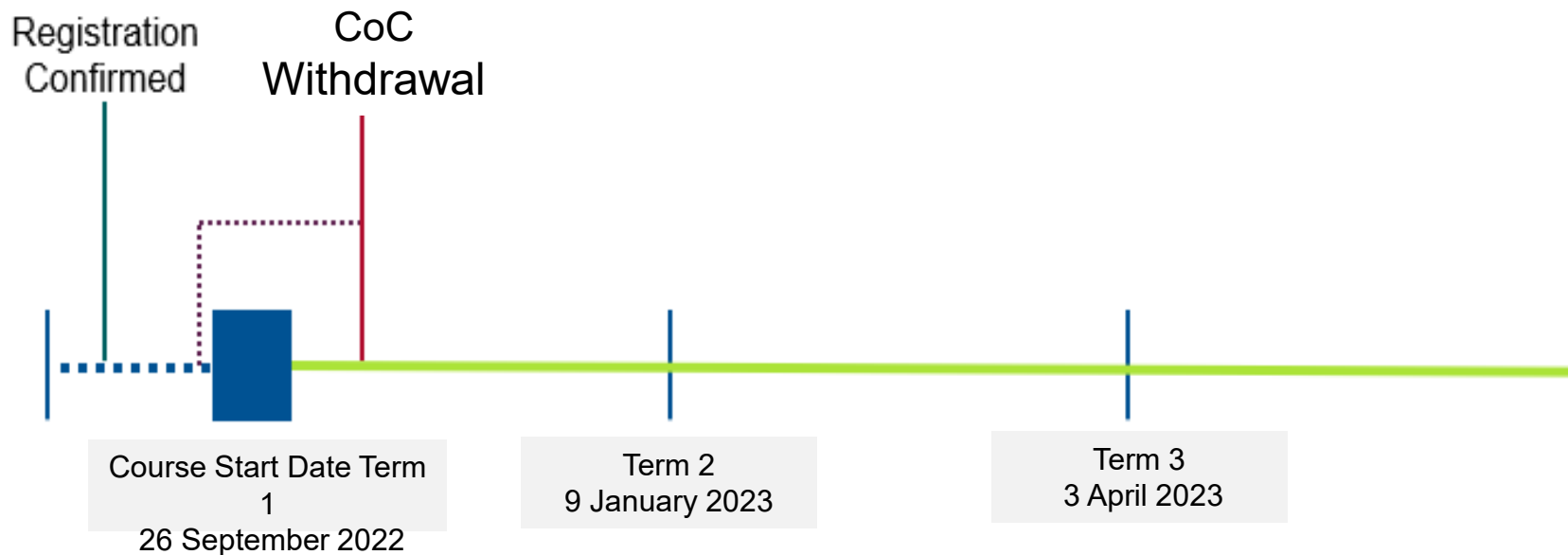
Enrolled Never Attended

- Brand new Withdrawal reason for those students who enroll but never attend
- Improves the accuracy of reporting, both for the HEP and SLC
- Lessens the impact on the right first-time error rate



Student enrolled, Attendance confirmed but never attended

Registration Confirmed	Attendance Confirmed
✓	✓



Effective date:

Day before course start
– 25 September 2022

Select reason:

Never in Attendance - Confirmed
in error

Tuition Fee Charge: £0

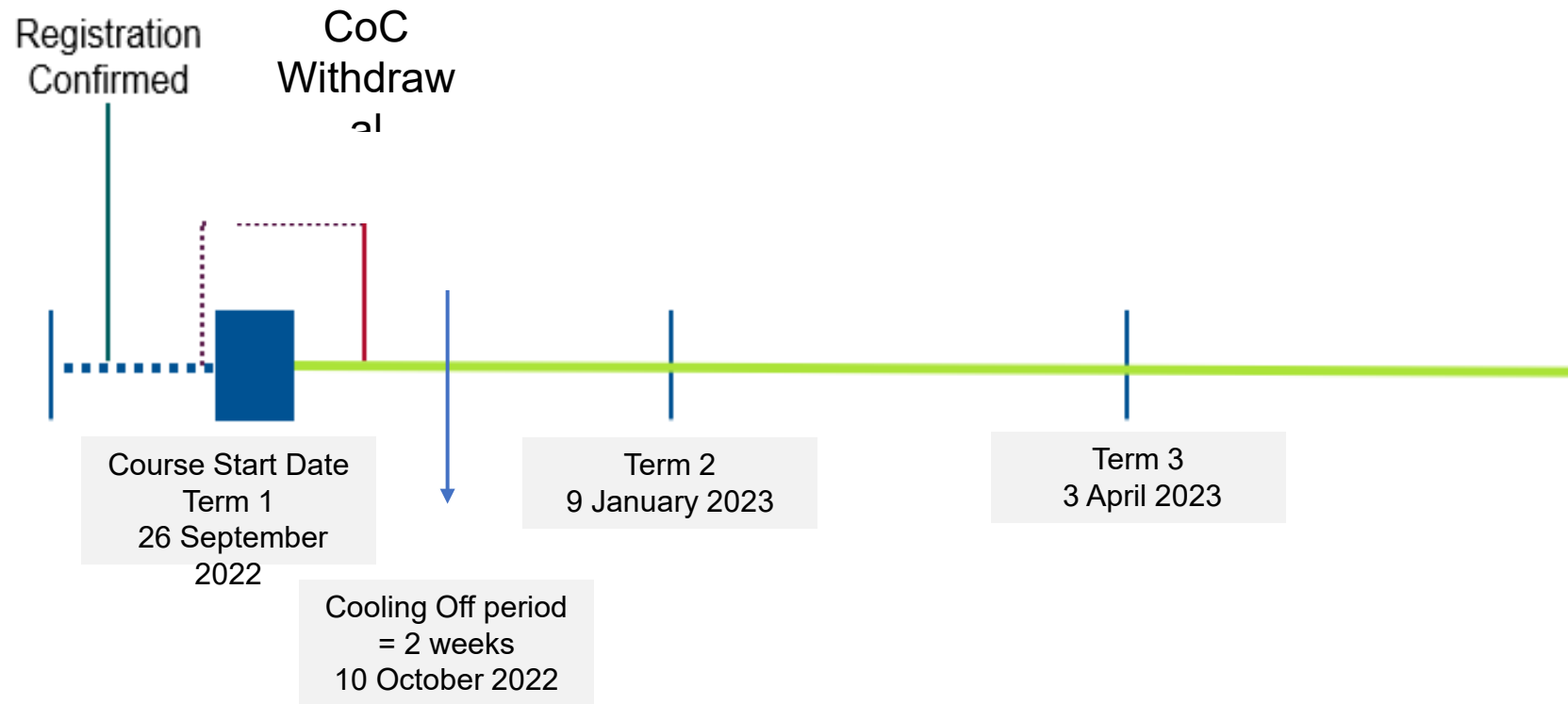
Tuition Fee Liability: £0

Application cancelled:

Student in Maintenance Loan
overpayment

Withdrawal during Cooling-off period

Registration Confirmed	Attendance Confirmed
✓	✓



Effective date:

Date student leaves (after Day 1 of course)

5 October 2022

Select reason:

Left during cooling off period

Tuition Fee Charge: £0

Tuition Fee Liability: £0

Student withdrawn:

Maintenance Loan pro-rata'd for no. of days in attendance

Suspension leading to withdrawal

Registration Confirmed	Attendance Confirmed
✓	✓



Suspension effective date:

Actual date of suspension

– 21 December 2022

Withdrawal effective date:

Actual date of withdrawal (do not backdate to suspension date)

– 17 March 2023

Tuition Fee Charge: £9250

Tuition Fee Liability: £9250

Student withdrawn:

Student liable for 25% Fees
Maintenance Loan pro rata for no.
of days in attendance in Term 1

Plus
60 days if suspension for health
reasons

Withdrawal after Suspension

- Never backdate to the date of suspension – This could impact funding if the student originally suspended on medical grounds
- In this scenario, the two dates on the withdrawal should always match – this could impact HEP performance if these differ
- By suspending the student, all further payments are stopped – This allows you to use the agreed date the student withdrew, without further financial implications on the student



Case studies – What ‘Good’ looks like

Case Study 1

- Student notifies HEP of intention to withdraw
- Student completes a withdrawal form
- Student Registry (SR) process the withdrawal requests within 5 working days of receipt of form
- SR Team action withdrawal in the student record system & submit a COC in SIS on the same day
- Any students contacting Student Registry towards the end of a liability period are advised the fee implications of delaying their decision
- Date of written notification being received by Student Registry is the exit date used when processing a withdrawal. This as opposed to the last date of attendance
- Confirmation of withdrawal is then sent to the student. This ensures no backdating of withdrawals which can put the students in an overpayment position



Case Study 1

- Attendance monitoring is carried out by the course teams
- Students must maintain a minimum level of 75% attendance
- Where students fail to maintain contact, they may take action to withdraw the student
- The date Student Registry receives notification from the Course leader is used as the exit date, not the last day the student attended
- Returning students who do not re-register are sent various registration reminders
- The date SR are informed the student is not returning is used as their exit date for the COC. These are processed within 5 working days
- Students have a deadline of the end of the first 2 weeks of teaching by which to re-enroll. A report is run on the enrolment deadline to identify those who have not yet registered. These students are then withdrawn in bulk
- Support initiative ran to support students struggling after end of Semester 1. This helps to quickly identify those who are intending to withdraw



Case Study 2

Student initiated

- Students' responsibility to withdraw on our SIMS portal
 - Student is advised to seek advice before actioning a withdrawal
- Notification is sent to the school and student support staff detailing the student's intention to withdraw immediately
- There is a 3-week cooling off period for the student to be given advice/support before final withdrawal is actioned on our system
- Once actioned on our system, a withdrawal COC notice is sent to my team to report to SLC
- Within 2 days of receiving notification (usually same day) a Withdrawal COC is submitted on the SLC portal for student, with the withdrawal date being the date the student initially submitted withdrawal notice
 - Once actioned by SLC the resulting attendance is approved

Case Study 2

University Initiated

- University central or school could trigger a withdrawal of a student due to non engagement
- Notice is sent to the student giving them 2 weeks to demonstrate engagement
- Student is sent a notice of intention to withdraw if they have not engaged
- Student has 10 days to appeal
- Student withdrawn if no appeal with the date of withdrawal used being the initial date the student was notified



Group Discussion

Reflecting on the positive case studies

- What could you take away and embed back into the workplace that you don't already do?
- Do you have any additional steps, not discussed in the case studies, that work well for you?



PASSION LED US HERE



Best Practice



Ensure you have a robust attendance management policy, clearly outlining the triggers, steps and actions for a student withdrawal



Process the Withdrawals in a timely manner, ensuring over 80% are submitted within 60 days of the effective date



Use 'Tactical Suspensions' in situations where uncertainty around ongoing engagement arises



Manage your partners, ensuring that their processes are either aligned with yours, or working towards achieving the service standards

Further Guidance



For guidance information
for SIS, CMS, BAS,
the Service Agreement
and
news
please visit the HEP
Services website:
<https://www.heinfo.slc.co.uk>



Contact the Partner
Support Desk

E-mail:
HEP_Services@slc.co.uk

Phone: 0300 100 0642



Contact your Regional
HE Account Manager

Withdrawals and Student Funding

HE Account Managers
Partner Services