



# HELOA & Student Finance Seminar

9 November 2017



## Register and book your place now!

This is an opportunity for you to join us for a plenary briefing and a series of focused workshops designed to provide you with the required knowledge to enable correct and timely delivery of student finance information to prospective students, parents, carers and schools.

You will be able to meet SLC and HELOA staff and share best practice with your peers within the sector.

The seminar is aimed at HELOA members and non-members that provide Information and Guidance.

## Benefits of Attending

The seminar will provide delegates with a number of workshops that will:

- Provide accurate and up-to-date information to delegates regarding a range of student finance funding packages for AY 2018/19.
- Develop delegate confidence in providing guidance to students and their supporters on student finance.
- Raise awareness of issues relating to student finance and possible fraud, so delegates can provide guidance and support to safeguard students.
- Generate an invaluable range of actions and ideas for further improving the SLC and HELOA service offering.
- Benefit the student finance community, higher education providers, SLC and HELOA staff and policy makers.

## When and where is the event

9 November 2017

Crowne Plaza, Bridge Foot, Stratford-upon-Avon, CV37 6YR

## Cost

The cost per delegate to attend this seminar is £155 + VAT.

## How to book your place

Please register via our events registration website: [www.events-slc.co.uk](http://www.events-slc.co.uk).

Please log into your events user account and follow the instructions within the HELOA & Student Finance Seminar 2017 section found on the homepage.

Places are confirmed on a first-come first-served basis. All registration forms must be completed using our online registration website; we cannot accept any bookings over the phone, or via email.

## Closing date for registration

The closing date for registration is **Friday 27 October, 2017**

## The Programme

You will have the opportunity to attend all five workshops throughout the seminar in addition to the plenary sessions.

### Plenary

#### **An Overview of the Student Loans Company**

Lesley McDowell; Account Services Manager, SLC

Lesley will reflect on the journey and highlights of AY 2016/17 and 17/18, and how SLC is structured to support our partner landscape. She will provide a brief introduction to the SLC 2020 strategy review and the proposed initiatives to deliver operational excellence.

Lesley will also share with you the role the Partner Account Manager team plays to ensure accuracy, confidence and consistency across the education sector, providing the latest information on eligibility and entitlement guidance and all aspects of the end to end journey.

#### **An Update from HELOA**

Robbie Pickles; Chair, HELOA

Outreach staff are increasingly well-versed in explaining the finer detail of student finance, but ongoing policy discussions and the cyclical nature of student recruitment mean individual applicants are often still starting from first principles.

Robbie will explore if there is more we can do as a sector to embed key messages with schools, parents, and other influencers to ensure students are able to make fully informed decisions?

## Workshop overview

### Post Graduate Loan (PGL)

#### Entitlement and Eligibility

This workshop will inform delegates about the eligibility criteria for the loan and the key messages for students on application, payment and repayment processes, and the resources available from Student Finance England. An overview of recent developments in post graduate funding for students from Scotland, Wales and Northern Ireland will be provided, as will the latest information on funding for post graduate healthcare courses and the new Postgraduate Doctoral Loans, which are due to be available from AY 2018/19.

### Under Graduate Loan

#### Entitlement and Eligibility

This workshop on under graduate funding will focus on current policy and personal eligibility and entitlement, helping to facilitate a seamless and best practice applicant journey whilst providing you, the practitioner with the knowledge to ensure you have the latest information to support your students.

This is also a great opportunity to meet our team of experts, review our suite of free resources that are designed for Recruitment, Outreach and School Education Liaison Officers advising learners, and further explore how we might work together in the future.

### Disabled Students' Allowances & Grants For Dependants

The aim of this session is to increase awareness and promote good understanding of two complex areas of student finance: Grants for Dependants (GFD) and Disabled Students' Allowances (DSA). These assessments can be complex in nature, have additional evidence requirements and commonly follow a different application process. In addition, the cases may be dealt with by specialist teams within institutions. This workshop will increase awareness of these products, enabling delegates to confidently deal with queries from prospective students and their parents about the eligibility, application, assessment and evidence. It is an opportunity to showcase our suite of GFD and DSA resources, and ensure that you are fully up to date with current policy and process.

## Workshop overview continued

### Study Abroad and Placements

This workshop would benefit any staff that promote or process the study abroad programmes at their institutions. During this session delegates will gain an overview of Erasmus funding, travel grants, an understanding on how updates are disseminated to institutions together with the guidance and process for payments to students. Within this session there will be an opportunity to pose questions to a Senior Assessor from our Darlington Processing team to enhance confidence in the customer experience.

### Repayment Process

Looking beyond the common 'headline' messages on percentages over thresholds, 30 year write offs, and 'you might not repay all you borrow', this session will introduce some of the less well communicated and understood, but perhaps more important aspects of student loan repayment.

Using stories taken from respected mainstream newspapers as prompts, we will focus on areas including; SLC/HMRC policies and procedures, interest rates, student roles and responsibilities and repaying from overseas. All of which students need to be aware of and monitor throughout the 'life' of their loans.

## Workshop schedule

When you register you will be allocated to a group, please find below the seminar workshop schedule.

Workshop Session	Group A	Group B	Group C
1	Post Graduate Loan (PGL) Entitlement and Eligibility	Under Graduate Loan Entitlement and Eligibility	Disabled Students' Allowances & Grants For Dependants
2	Study Abroad and Placements	Repayment Process	Post Graduate Loan (PGL) Entitlement and Eligibility
3	Under Graduate Loan Entitlement and Eligibility	Disabled Students' Allowances & Grants For Dependants	Study Abroad and Placements
4	Repayment Process	Post Graduate Loan (PGL) Entitlement and Eligibility	Under Graduate Loan Entitlement and Eligibility
5	Disabled Students' Allowances & Grants For Dependants	Study Abroad and Placements	Repayment Process

## Information Hub

During the refreshment and lunch breaks at the seminar there will be information stands located in the Information Hub to give you the opportunity to meet with both SLC and HELOA colleagues and raise any queries or questions.

## What happens next?

Once registered you shall be sent an automated email confirming your registration and the details submitted. To ensure this doesn't get blocked, or sent to your junk mail please ensure you save [events@events-slc.co.uk](mailto:events@events-slc.co.uk) as a safe email address in your settings.

**Please note:** We look forward to seeing you at the seminar, however, we have a limited number of places available therefore we ask that if you do register that you are committed to using one of these places, and note if you do not advise us of your intention to cancel your place if necessary, that you may be preventing another delegate from attending.

# Agenda

- 09:00** Registration & refreshments
- 09:30** Plenary
  - Welcome & Introductions
  - An Overview of the Student Loans Company
  - An Update from HELOA
- 10:15** Workshop session 1
- 11:15** Workshop session 2
- 12:15** Lunch & Information Hub
- 13:00** Workshop session 3
- 14:00** Workshop session 4
- 15:00** Refreshment break & Information Hub
- 15:30** Workshop session 5
- 16:30** Close

## Contact us

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

Email [events@slc.co.uk](mailto:events@slc.co.uk)

Telephone **+44 (0) 141 306 2154**



Student Loans Company

[www.slc.co.uk](http://www.slc.co.uk)