HELOA National Conference 2020
Tackling National Issues at a Regional Level

Funding Information Team, Student Loans Company
16th January 2020, Stratford-Upon-Avon

SLC
Student Loans Company

Statement of Service (Revised)

Funding Information Team (FIS) work with Further Education (FE), Higher Education (HE), Postgraduate (PG) and Careers Advice partners in delivering high quality, up to date and accurate student funding information and support.
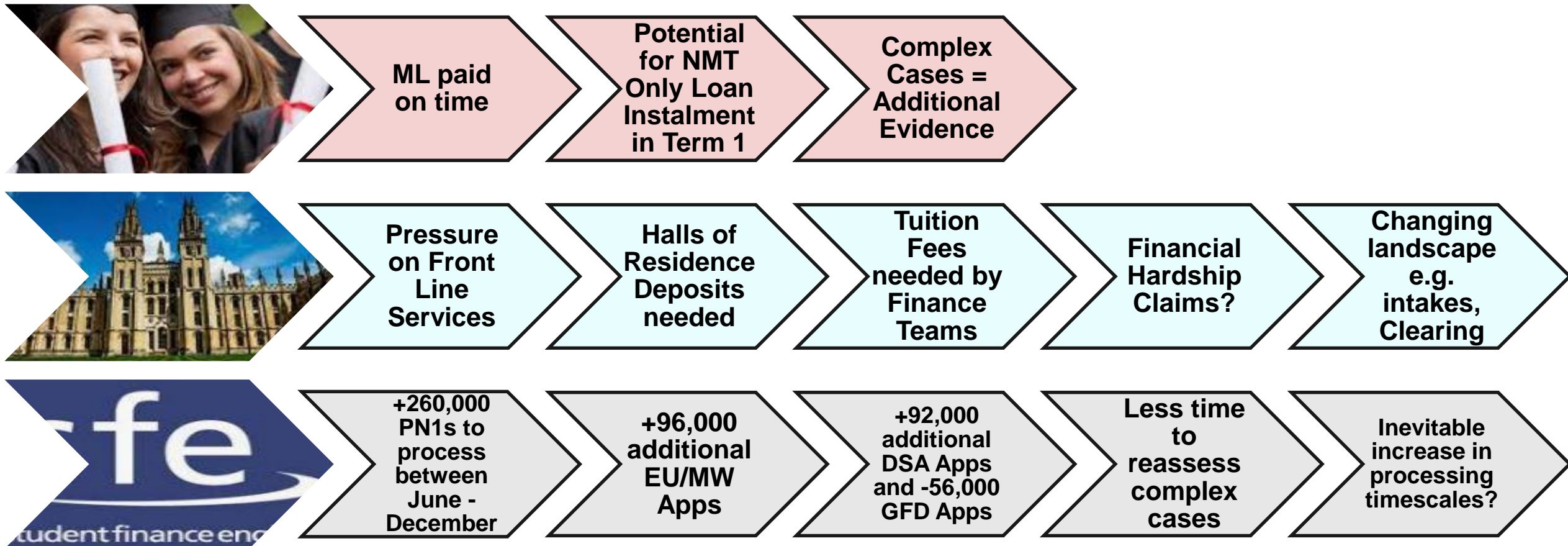
Our Service Provision is designed to support and equip external delivery partners. This support will in turn educate students at pre and post entry stage of their customer journey. The team is tasked with proactively seeking intervention to support :

- **On Time Applications**

- **Right First Time applications**

- **Advice and Guidance for HEP specific student demographics**

- **Promotion and updates of new policies, regulations, processes and best practice advice**

Why these things, specifically?

On Time Applications

In **2019/20 only 56%** of applications were submitted before May deadline.
In **2018/19 it was 51.7%.** Whilst there is only so much we can do, it is important for everyone concerned that we do everything possible to promote the importance of an early application. This affects students, HEPs and SLC

| ML paid on time | Potential for NMT Only Loan Instalment in Term 1 | Complex Cases = Additional Evidence |

| Pressure on Front Line Services | Halls of Residence Deposits needed | Tuition Fees needed by Finance Teams | Financial Hardship Claims? | Changing landscape e.g. intakes, Clearing |

| +260,000 PN1s to process between June - December | +96,000 additional EU/MW Apps | +92,000 additional DSA Apps and -56,000 GFD Apps | Less time to reassess complex cases | Inevitable increase in processing timescales? |

Right First Time Applications

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Auto Processing – cases can be done within 4 day turnaround

Reduce Avoidable Contact with SFE Advisers

Assessors can concentrate efforts on more complex cases

More time for issues with ID, nationality, residency discrepancies (EU, RoW)

No unnecessary delay in releasing money for things such as NINO / bank details

Reduced need for Application Pends, Reassessments, Escalations, Appeals

Reduce Avoidable Contact with front line Student Support Advisers

Reduce the need for evidence through post / errors in scanning and delays

Key Student Demographics

Care Experienced Applicants

Applicants Estranged

Applicants with Disability

Mature Applicants

Applicants with Children

Young Carer Applicants

Rest of World Applicants

Low Income Families

The 2019/20 Results are in…

On Time Applications

- What is the national average for on time application submission? (Colleges? UCAS Clearing?)
- How does your region compare?

How does your institution compare against regional colleagues / national picture?

Right First Time Applications

- What % of applications are Auto Assessed? (No Missing Evidence)
- What % of applications are Force Non Means Tested? (Missing Financial Evidence)
- What % of applications had missing NINO?
- What % of applications had funding blocked for Previous Study?
- How many students have indicated that they have studied before? (NHS returners? ITT returners?)

How does your institution compare against regional colleagues / national picture?

Key Demographics

- How many applications for DSA?
- What is the Age profile of students around the country?
- How many applications were made from Care Leavers?
- How many applications were made from Estranged Students?
- How many applications were made from less common immigration status students? (various Rest of the World Nationals?)

How does your institution compare against regional colleagues / national picture?

With support from SLC colleagues, review your regional Application Analysis for 2019/20, please discuss and plan the three areas where you believe you could make a positive impact on Applications in 2020.

SLC colleagues will help ideas and suggestions with how you might achieve these goals, and give regular updates on progress at regional HELOA meetings.

But before all that, some caveats…

In Relation to the National Average (2019)

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Between Launch Date and 31st December 2019 there were 586,786 new applications submitted. Of those, 327,665 came in before 31st May deadline – 55.8%
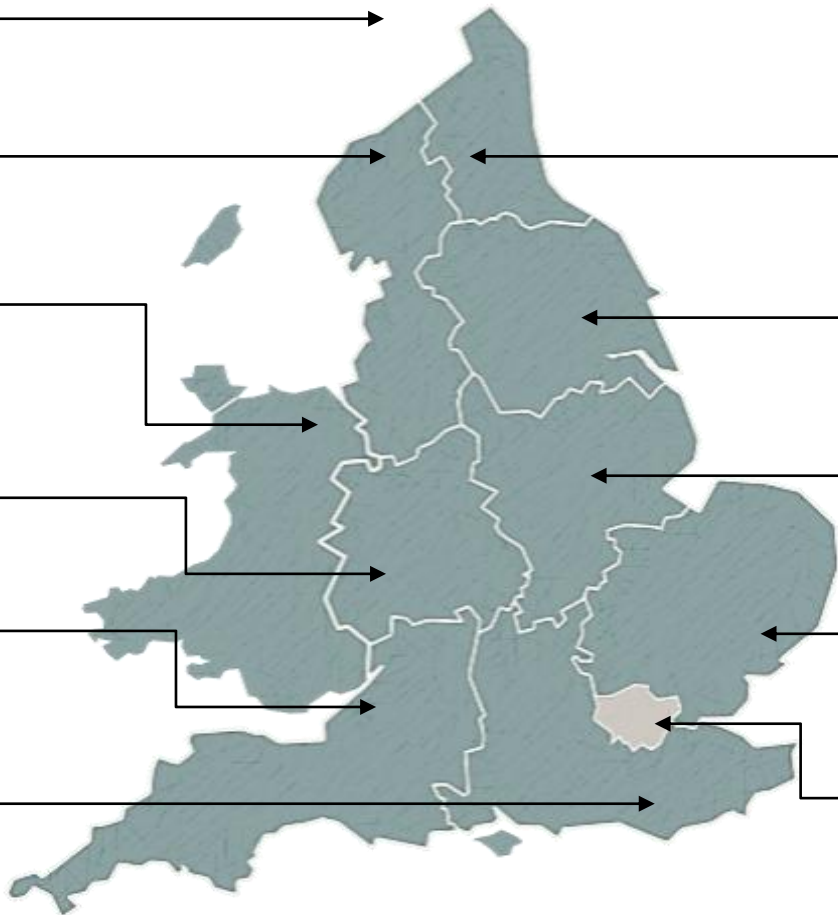
SCOTLAND 69.3% (+13.5%)

NORTH WEST 61.8% (+3%)

WALES 48.9% (-6.9%)

WEST MIDS 53.1% (-2.7%)

SOUTH WEST 61.2% (+5.4%)

SOUTH EAST 54.8% (-1%)

NORTH EAST 58.1% (+2.3%)

YORKS & HUMBER 61.5% (+5.7%)

EAST MIDS 65.7% (+9.9%)

EAST OF ENGLAND 46.2% (-9.6%)

LONDON 46.3% (-9.5%)

Over to You…

With support from SLC colleagues, review your regional Application Analysis for 2019/20. Please discuss and plan the three areas where you believe you could make a positive impact on Applications in 2020.

SLC colleagues will help ideas and suggestions with how you might achieve these goals, and give regular updates on progress at regional HELOA meetings.

20 minutes for the Exercise, 10 minutes to feed back your thoughts…

Go To Booklets / Group Exercise

Conclusions

Work with your regional Account Manager to help create an plan that is going to benefit and inform the students and parents in your local area

By making marginal gains on a local level, you can make immediate gains to the customer journey that your students and parents are embarking on

Challenge yourself to be an exert in a complex areas of student finance relevant to your local area – be fully prepared for those queries that are likely to come on Open Days / UCAS Events

Our team will work with you, make suggestions and ensure that you are supported throughout the year with updates, sessions, drop-ins, QA sessions, training sessions – whatever works for you at your institution

The worst outcome of this exercise will be a wealth of fantastic insight into your/our students, and that insight will inform and improve the service moving forward. We cannot fail to win!

We will keep you posted and share updates of your progress at regional meetings. If you want to know your how your individual institution compares to your regional averages, please contact your local adviser.

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Partner Services

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