

Application Processing Service Levels

Application Processing Service Performance Measures	
Title	Target
Online Applications 95% of all online applications which do not require any physical evidence, and have successfully passed the Identity and Passport Service check will be processed within 5 working days of receipt	95% within 5 working days
Online Applications 95% of all other online applications requiring any manual check of physical evidence will be processed within 20 working days of receipt *	95% within 20 working days
Paper Applications 95% of all paper applications will be processed within 20 working days of receipt *	95% within 20 working days
Online Change of Circumstance Forms 95% of all online Change of Circumstances submitted online via the Learning Provider Portal or the Customer Portal will be processed within 5 working days of receipt	95% processed within 5 working days
Paper Change of Circumstance Forms 95% of all paper Change of Circumstance forms received will be processed within 20 working days of receipt	95% processed within 20 working days

* Where evidence is missing, the processing clock stops when we request further information from the learner and restarts when this information is returned by the learner.