

## Learner Change of Circumstances Factsheet

This fact sheet provides a step by step view of the journey the learner will follow when submitting an online change of circumstance.

### Pre-liability Application - My Account Page

On the My Account Page, the options available to the learner will be dependent upon the status of the application and whether it is pre- or post-liability.

## Welcome Steven

[Apply for student finance](#) or [support a student's application](#)

We've made it easier to find the right application, and then manage your account [view more information](#) [delete](#)

### 1. 2013 A level GCE A Level in Chemistry

**STATUS** APPLICATION SUBMITTED

TONYS COLLEGE OF TESTING EXCELLENCE

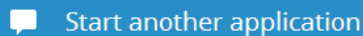
Started: 16/01/2014

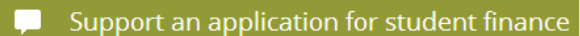
[View application status & next steps](#)

[Change this application](#)

[Cancel this application](#)

Would you like to start or support another application for student finance?





## Pre-Liability Change of Circumstance

With a pre-liability application, the learner is able to change any and all details in regards to their course and loan, which will be validated to ensure they comply with policy e.g. the minimum loan required cannot be less than £300.

## Your course and loan

*Tell us about your course and the fee you're being charged by your college or training organisation - this will help us identify how much you may be able to borrow.*

Provider Details	TONYS COLLEGE OF TESTING EXCELLENCE	<a href="#">change this answer</a>
Course	GCE A Level in Chemistry	<a href="#">change this answer</a>
Course start date	11/10/2013	<a href="#">change this answer</a>
Course end date	31/03/2014	<a href="#">change this answer</a>
Expected fee charge	£444.00	<a href="#">change this answer</a>
Amount of loan required	£444.00	<a href="#">change this answer</a>

Next

Return to My Account

The learner will be informed that any change made will have an impact on subsequent questions and they will be prompted to re-enter their answers.

## Your course and loan

*Tell us about your course and the fee you're being charged by your college or training organisation - this will help us identify how much you may be able to borrow.*

Provider Details	TONYS COLLEGE OF TESTING EXCELLENCE	<a href="#">change this answer</a>
Course	GCE A Level in Chemistry	<a href="#">change this answer</a>

If you change this answer, any additional questions about your loan will be asked again.

### When will you start your course?

11  November  2013

Next

Course end date	31/03/2014	<a href="#">change this answer</a>
Expected fee charge	£444.00	<a href="#">change this answer</a>
Amount of loan required	£444.00	<a href="#">change this answer</a>

## Your course and loan

*Tell us about your course and the fee you're being charged by your college or training organisation - this will help us identify how much you may be able to borrow.*

Provider Details	TONYS COLLEGE OF TESTING EXCELLENCE	<a href="#">change this answer</a>
Course	GCE A Level in Chemistry	<a href="#">change this answer</a>
Course start date	11/11/2013	<a href="#">change this answer</a>
Course end date	01/04/2014	<a href="#">change this answer</a>
Expected fee charge	£450.00	<a href="#">change this answer</a>
Amount of loan required	£450.00	<a href="#">change this answer</a>

Next

[Return to My Account](#)

## Pre-Liability Additional Information

If the learner has not entered additional information by this point, then they will be prompted to do so now.

# Additional Information

*Further information to support your application*

### Additional Contacts

Please tell us the names and addresses of two different contacts. We ask for this so we can get in touch with you, if for example, you move and forget to tell us. The people you name should live at different addresses, and you must tell them you've named them as contacts. We won't use this information for anything else. [Skip Additional Contacts](#)

### Additional Contact 1 of 2

Give the name and address of your first contact

First name(s)

Surname

Relationship to you

Contact Phone Number

## Pre-Liability - Confirm

At “Confirm”, the learner is able to review the course and loan details and submit the change. At any point, the learner is able to select the “Return to My Account” button to cancel the Change of Circumstance and return to the home page.

## Confirm

*Review and submit your application*

All of the information you have provided has been saved up to this point.

Please review your application details and submit, if you are happy with the terms and conditions.

### You've told us the following course information

Course Name	Provider	Start Date
GCE A Level in Chemistry	TONYS COLLEGE OF TESTING EXCELLENCE	11/11/2013

### You've applied for the following loan

Product	Loan Amount	Repayable	Interest Rate
24+ Advanced Learning Loan	£450	Yes	RPI +3% until you complete your course. Your interest rate will vary depending on your income.

Please review the information above to ensure it's correct before you submit your application.

### [Need to make a change?](#)

We'll pay any approved 24+ Advanced Learning Loan amount to your college or training organisation. If your fee is more than the amount you borrow, you'll be responsible for paying the remaining fee amount.

You'll need to repay the loan. You'll only start repaying when you've completed your course, and your income is more than £21,000 a year. You won't start paying through the tax system until April 2016 but you can make voluntary repayments at any time.

Submit

Return to My Account

### Pre-liability - Cancel Application

If the learner wishes to cancel their application and selects the “Cancel this Application” option on the Customer Portal, then they will be shown the course selected and asked to confirm their request. If no is selected then the learner will be returned to “My Account”. If the learner confirms they wish to cancel the application then the application will be removed from the list on the Customer Portal.

### Cancel application warning

Close X

Are you sure you want to cancel this application for a 24+ Advanced Learning Loan?

**Other type**  
**GCE A Level in Arabic**  
TONYS COLLEGE OF TESTING EXCELLENCE

**No, I don't want to cancel this application**

**Yes, I want to cancel this application**

### Post-liability Application - My Account Page

When an application is in a post-liability state, there are additional options available to the learner. The option to change the application remains, and the learner can either 'Withdraw' or 'Suspend' their Application.

▲ [Back to top](#)

## 2. 2013 Other type GCE A Level in History

**STATUS** APPLICATION SUBMITTED

WEST SUSSEX COUNTY COUNCIL

Submitted: 30/01/2014

[View application status & next steps](#)


[Change this application](#)

[Withdraw this application](#)

[Suspend this application](#)

## Post-Liability Change of Circumstance

When a learner has had an attendance confirmation, they are limited to what they are able to change. From the point of post-liability all they are able to amend is their Loan amount.



[Your course and loan](#)    **Confirm**

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## Your course and loan

*Tell us about your course and the fee you're being charged by your college or training organisation - this will help us identify how much you may be able to borrow.*

Provider Details	<b>WEST SUSSEX COUNTY COUNCIL</b>
Course	<b>GCE A Level in History</b>
Course start date	<b>11/11/2013</b>
Course end date	<b>31/03/2014</b>
Expected fee charge	<b>£1000.00</b>
Amount of loan required	<b>£1000.00</b> <a href="#">change this answer</a>

**Next**Return to My Account



## Advanced Learner Loan



Validation for the loan amount is a check to ensure that the value entered is greater than either the minimum of £300, or the amount already paid to the provider, whichever is smaller, and the maximum amount entitled to as shown in the expected fee charged.

Course end date	31/03/2014
Expected fee charge	£1000.00

### How much would you like to borrow?

**You've told us that your fees are £1000.**  
**You could be entitled to borrow up to £1000.**



Your loan will help cover the costs of fees charged by your college or training organisation, so it's important you ask for the correct amount of loan you need.

We'll pay the loan to your college or training organisation. Remember that you'll be responsible for paying any fee amount not covered by your 24+ Advanced Learning Loan.

Amount of loan required

£

Next

## Post-Liability Confirm

Post-Liability change of circumstances display the same Confirm screen, the learner is prompted to review the course details and submit the change.

# Confirm

*Review and submit your application*

All of the information you have provided has been saved up to this point.

Please review your application details and submit, if you are happy with the terms and conditions.

### You've told us the following course information


Course Name	Provider	Start Date
GCE A Level in History	WEST SUSSEX COUNTY COUNCIL	11/11/2013

### You've applied for the following loan

Product	Loan Amount	Repayable	Interest Rate
24+ Advanced Learning Loan	£700	Yes	RPI +3% until you complete your course. Your interest rate will vary depending on your income.

Please review the information above to ensure it's correct before you submit your application.

### Need to make a change?

We'll pay any approved 24+ Advanced Learning Loan amount to your college or training organisation. 

If your fee is more than the amount you borrow, you'll be responsible for paying the remaining fee amount.

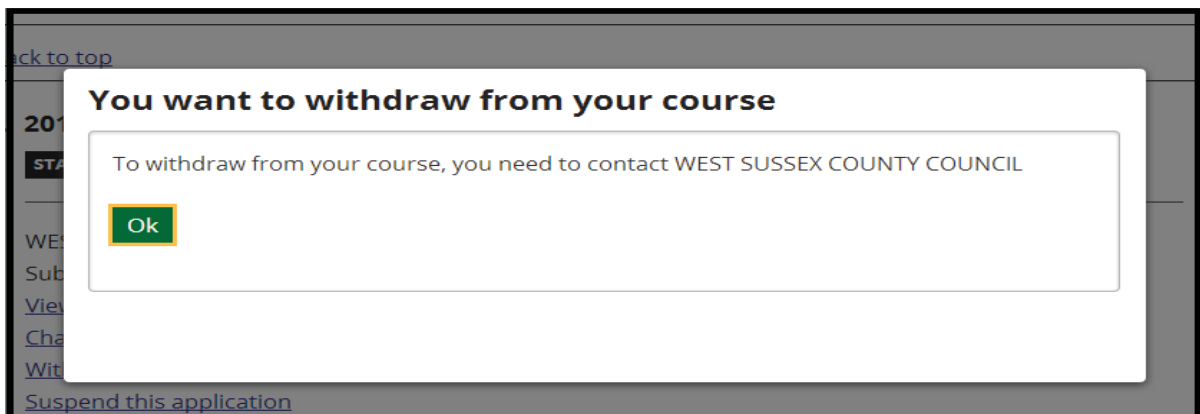
You'll need to repay the loan. You'll only start repaying when you've completed your course, and your income is more than £21,000 a year. You won't start paying through the tax system until April 2016 but you can make voluntary repayments at any time.

Submit

Return to My Account

## Post-liability Withdraw Application

If the learner wishes to withdraw the application and selects the “Withdraw this Application” option on the Customer Portal, then they will be informed that to do so they are required to contact their Learning Provider.



## Post-liability - Suspend Application

In a similar manner to the withdraw functionality, if the learner wishes to suspend their studies and selects the “Suspend this Application” option on the Customer Portal, then they will be informed that to do so they are required to contact their Learning Provider.

