Validation of Learner National Insurance Numbers

Overview

When a learner applies for the Advanced Learner Loan they are asked to supply their National Insurance Number (NINO) The learner will find their NINO on a pay slip, P60 or their National Insurance Number card (please note these cards are no longer issued). This number is used when the learner has completed the course and goes into the repayment.

The NINO does not form part of the eligibility criteria so the application can be assessed and approved, and the provider can confirm the learner's attendance without it, but the payment to the provider will be blocked until the NINO has been supplied and validated.

The NINO is subject to a validation process which is performed by the Department of Work and Pensions (DWP). The NINO is checked against details held by the DWP who will then notify SLC if it is a valid number, and if not the reasons for its failure.

Over 99% of learners provide their NINO to SLC on their application form. Learners' applications will show as NINO unverified in the Learning Provider Portal until their application has been sent to the DWP, and verified as valid.

Process of validation

Once the learner has completed and submitted their application form with the appropriate supporting evidence, it will then be processed by colleagues in Darlington.

When the application is **approved** the NINO will be sent to DWP for validation.

> **NOTE** – For this process; the work stage "approved – awaiting signature" does not count as fully approved and the NINO will not be sent to the DWP when the application is sat at this work stage.

NINO's are batched up and sent to DWP on a Wednesday and are returned to SLC the following Wednesday. Details of the DWP file will be updated in the SLC systems on Wednesday evenings.

If an application is approved on a Thursday, as the weekly file will have already have been sent to the DWP, the NINO will not be sent until the following Wednesday.

Once the NINO has been verified and matched with DWP, and if the learner's attendance is confirmed and the necessary fields have been update by the provider, payment will be made.

Advanced Learner Loan

Why do SLC wait until applications are approved before verifying the NINO?

Learners are required to sign a declaration to agree to the terms and conditions of the loan and give SLC consent to share their data with 3rd parties. Once SLC have this signature, the application can progress to the "approved" workstage and data can be shared with the DWP

What happens to applications without a valid NINO?

DWP will try and correct any mismatches and also match a learner to their NINO even if it has not been supplied; DWP are currently able to match 98% of learners NINO's whether they were initially supplied or not.

If the DWP are unable to match the NINO or make the necessary corrections they will notify SLC when the batch is returned. SLC will then contact the learner and provide them with the necessary guidance on how to get the information.

Reasons for a National Insurance Number being returned as unmatched and the evidence SLC will request are;

Change of Surname	A clear photocopy of the learner's Birth Certificate, Marriage Certificate, Passport or Deed poll Certificate showing their current name.
Change of Forename	A clear photocopy of the learner's Birth Certificate, Marriage Certificate, Passport or Deed poll Certificate showing their current name.
Date of Birth	A clear photocopy of the learner's Birth Certificate or Passport showing their date of birth.
Incorrect NINO	A clear photocopy of a P60 form, Payslip or National Insurance Number Card or letter that shows the learner's correct National Insurance Number and name.

However, on some occasions it may not be possible for SLC to determine why the National Insurance Number has been unmatched.

When the learner has supplied the correct evidence the NINO will be sent to DWP again for verification.

What happens if the learner does not have a NINO?

The application can still be processed and once it is approved the learner's details will be sent to the DWP for validation. If the learner's details are unmatched a file will be sent to the Job Centre Plus (JCP) by the DWP. The learner will then receive a letter from the JCP arranging an appointment for them to visit their local JCP.

Do EU students have to supply a NINO?

No they don't, but SLC will ask them to provide two alternative contacts on the application before payment will be made.
If the learner holds a valid National Insurance Number, SLC verify the details with DWP.
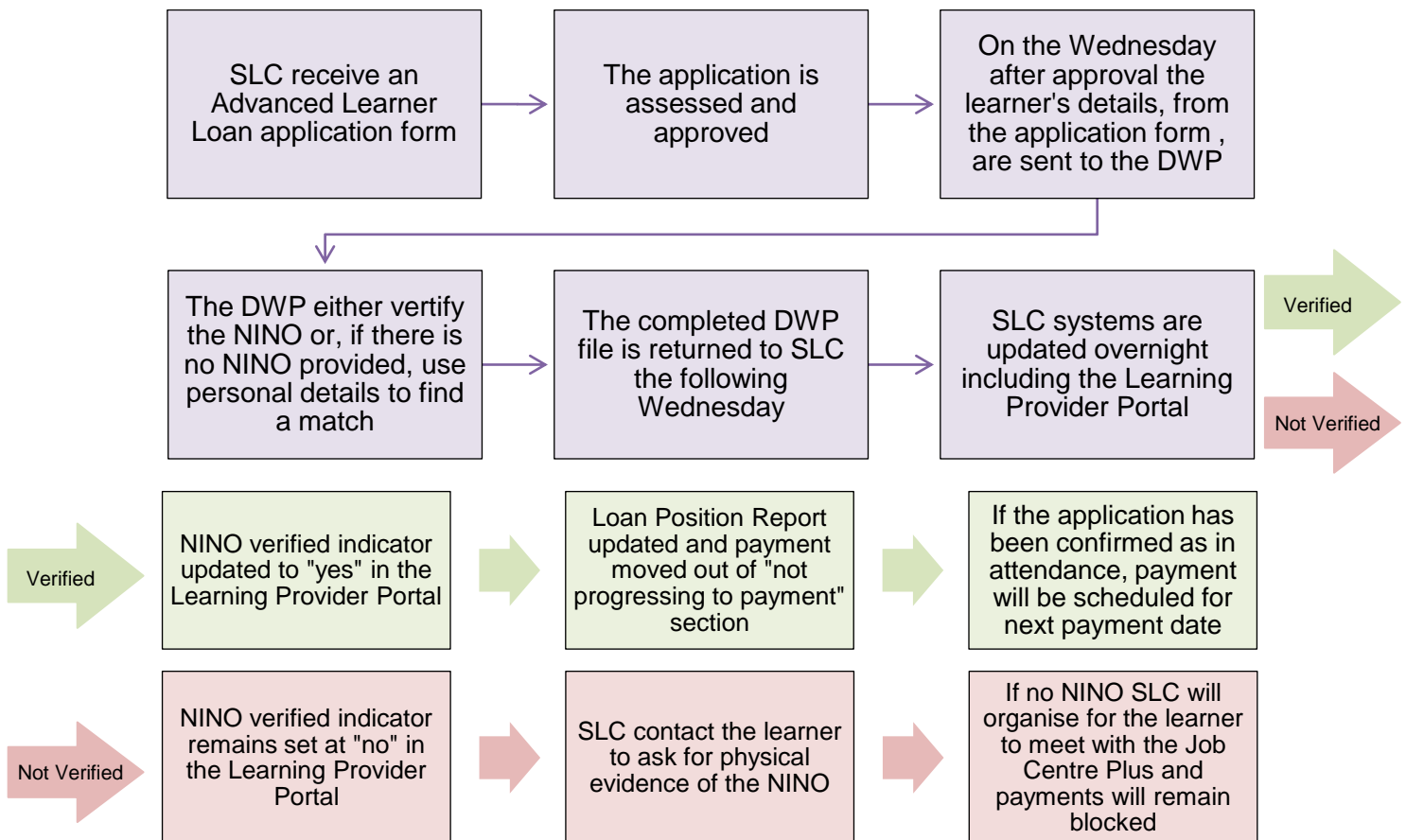
Can providers notify SLC of a learner's NINO?

The NINO is personal information and so we cannot accept this via a third party and usually don't need it as learners are extremely good at supplying it themselves.

How can I view unverified NINOs in the portal?

LP Administrators and Advisors can search for approved applications with unverified NINOs using the Learner Search tab

- Use the drop down menu to complete the mandatory academic year field
- Select No from the NINO Verified? drop down
- Select Approved from the Applications Tab

National Insurance Number Verification Flow Chart

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┌──────────────────┐     ┌──────────────────┐     ┌──────────────────────┐
│ SLC receive an   │     │ The application  │     │ On the Wednesday     │
│ Advanced Learner │ ──► │ is assessed and  │ ──► │ after approval the   │
│ Loan application │     │ approved         │     │ learner's details,   │
│ form             │     │                  │     │ from the application │
│                  │     │                  │     │ form, are sent to    │
│                  │     │                  │     │ the DWP              │
└──────────────────┘     └──────────────────┘     └──────────────────────┘

┌──────────────────┐     ┌──────────────────┐     ┌──────────────────────┐      Verified ►
│ The DWP either   │     │ The completed    │     │ SLC systems are      │
│ vertify the NINO │     │ DWP file is      │     │ updated overnight    │
│ or, if there is  │ ──► │ returned to SLC  │ ──► │ including the        │
│ no NINO provided,│     │ the following    │     │ Learning Provider    │      Not Verified ►
│ use personal     │     │ Wednesday        │     │ Portal               │
│ details to find  │     │                  │     │                      │
│ a match          │     │                  │     │                      │
└──────────────────┘     └──────────────────┘     └──────────────────────┘

Verified ►
┌──────────────────┐     ┌──────────────────┐     ┌──────────────────────┐
│ NINO verified    │     │ Loan Position    │     │ If the application   │
│ indicator        │     │ Report updated   │     │ has been confirmed   │
│ updated to "yes" │ ──► │ and payment      │ ──► │ as in attendance,    │
│ in the Learning  │     │ moved out of     │     │ payment will be      │
│ Provider Portal  │     │ "not progressing │     │ scheduled for next   │
│                  │     │ to payment"      │     │ payment date         │
│                  │     │ section          │     │                      │
└──────────────────┘     └──────────────────┘     └──────────────────────┘

Not Verified ►
┌──────────────────┐     ┌──────────────────┐     ┌──────────────────────┐
│ NINO verified    │     │ SLC contact the  │     │ If no NINO SLC will  │
│ indicator        │     │ learner to ask   │     │ organise for the     │
│ remains set at   │ ──► │ for physical     │ ──► │ learner to meet with │
│ "no" in the      │     │ evidence of the  │     │ the Job Centre Plus  │
│ Learning         │     │ NINO             │     │ and payments will    │
│ Provider Portal  │     │                  │     │ remain blocked       │
└──────────────────┘     └──────────────────┘     └──────────────────────┘
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Advanced Learner Loan

Contact

If a learner has a question about the NINO process they should contact the learner helpline on 0300 100 0619. Open Monday to Friday from 8.00am to 8.00pm and between 9.00am and 4.00pm on Saturday and Sunday. Local call rates apply).

Learning Providers can speak to colleagues on the Partner Services Support Desk Helpline on 0300 100 0643, or email them on lpservices@slc.co.uk.