

## Ineligible Learners

### Overview

When learners are assessed for the Advanced Learner Loan, they must meet essential eligibility criteria in order to be deemed eligible. Some learners may not meet all of the criteria and subsequently their application is deemed ineligible. Having an ineligible application means that no fees can be paid to the learning provider, in some instances the ineligible reason is unlikely to change but in others, if information changes so could the application work stage.

### Ineligible Reasons

These ineligible reasons are the reasons as to why learners may be deemed ineligible.

| Ref | Ineligible Reason  | Description  |
|-----|--|--|
| 1   | Applicant resides outside the UK   | The learner is not living in the UK on the first day of their learning aim and throughout their studies.   |
| 2   | Applicant does not meet the minimum age requirements                               | The learner is not 19 or over on or after the start date of their learning aim.  |
| 3   | Applicant does not meet any of the valid residency criteria                        | The learner does not have the right residency to be awarded a loan.  |
| 4   | Learning provider is not funded  | The learning provider details on the application form do not match any of the details SLC have received from the Education & Skills Funding Agency about approved providers with a loans allocation. |
| 5   | Learning provider is not funded at course start date                               | The learning provider wasn't approved for funding on the proposed course start date.   |
| 6   | Learning provider is currently suspended   | The learning provider isn't approved for funding due to a suspension imposed by the Education & Skills Funding Agency.   |
| 7   | Applicant has applied for an unapproved course                                     | The learning aim details on the application form do not match any of the details SLC have received from the Education & Skills Funding Agency about approved learning aims.                          |
| 8   | Start date of Course is before launch of Advanced Learner Loan scheme              | The learner's course starts before 1 August 2013.  |
| 9   | Start date of course is too late for funding                                       | The course starts after 31 July 2017. It's too early to apply for a course that starts after this date.  |
| 10  | Learning duration is less than the time allowed                                    | The learner has applied for a short learning aim which is below the minimum duration for a learning aim – this is 2 weeks.   |
| 11  | Application received too late  | The learner has applied for a loan after the deadline date. The deadline date is the last day of the learning aim.   |
| 12  | Applicants learning start date is after learning end date                          | The learner has stated that the start date is after learning end date in their application form.   |
| 13  | Arrears / Credit Agreement   | The learner has had a previous loan from SLC and is currently behind with repayments.  |
| 14  | Applicant has had 4 A Level loans already none of which are withdrawn              | The learner has already had the maximum number of loans allowed for a programme of A Levels.   |
| 15  | Applicant has reached the maximum number of loans they can study                   | The learner has had the maximum number of loans available.   |
| 16  | Applicant or family member they live with, are not serving in the UK Armed Forces. | You are not eligible to receive an Advanced Learner Loan as you or a family member are not serving in the UK Armed Forces.   |
| 17  | Start date of Course is before launch of the UK Armed Forces Personnel.            | The learner's course starts before 1 August 2017.  |

## What are the next steps to take?

In some instances the ineligible reason is unlikely to change but in others, if information changes so could the application work stage. Please see the table below for the ineligible reason and next steps to take in order for the learner to be reassessed as an eligible learner.

The next steps are highlighted depending on whom or what can trigger reassessment (if applicable).

### Key

| Colour | Responsible   |
|--------|---|
|        | Not likely to be eligible unless learners circumstances change  |
|        | Not likely to be eligible unless providers circumstances change |
|        | Learner to contact SLC  |
|        | Provider to contact SLC or the Agency                           |

| Ref | Ineligible Reason   | Next Steps   |
|-----|---|--|
| 1   | Applicant resides outside the UK                            | <p>The learner cannot be eligible if they are residing outside of the UK. If the learner's situations changes and they subsequently move to the UK they could reapply for the course, providing they meet all other residency criteria and the course start date is renewed to after the date of permanent residence in the UK.</p> <p><b>Please note</b>, from 1 August 2018, a learner not resident in England may still be eligible for an Advanced Learner Loan if they are:</p> <ul style="list-style-type: none"> <li>• a serving member of the UK Armed Forces;</li> <li>• the spouse/civil partner/family member living with a serving member of the Armed Forces ; or</li> <li>• a dependent parent living with a serving member;</li> </ul> <p>From 1<sup>st</sup> August 2018 a new residence category of eligible student has also been introduced, 'stateless persons', and applies to individuals who have been granted leave to remain as a stateless person by the UK Home Office because they are stateless, and have no right to residence in their country of former habitual residence or any other country.</p> |
| 2   | Applicant does not meet the minimum age requirements        | <p>The learner cannot be eligible if they are under 19.</p> <p>When the learner turns 19 they could reapply for support providing they meet all other eligibility criteria and the course start date is renewed to after the date of turning 19.</p>   |
| 3   | Applicant does not meet any of the valid residency criteria | <p>The learner cannot be eligible if they do not meet any of the standard residency criteria.</p> <p>If the learner's situations changes and they subsequently receive valid residency criteria they could reapply for the course, providing they meet all other eligibility criteria and the course start date is renewed to after the date of the valid residency status.</p>  |

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| 4  | Learning provider is not funded                                       | <p>The learner cannot be eligible if they are not studying with an approved provider, or their provider does not have a current loans facility for that year.</p> <p>If the situation changes and the provider subsequently becomes approved, or in receipt of a valid facility, the learners may be reassessed and deemed eligible, providing the learners meet all other eligibility criteria and the course start date is renewed to after the date of the provider becoming approved.</p> <p>From 17/18, providers can check whether they have a current loans facility within the Loan Facility Details screen under the Financials Home section of the Learning Provider Portal.</p> |
| 4  |   |  |
| 5  | Learning provider is not funded at course start date                  | <p>The learner cannot be eligible if they are not studying with an approved provider, or one with a current loans facility, at their given course start date.</p> <p>If the situation changes and the provider subsequently becomes approved, or in receipt of a valid facility, the learners may be reassessed and deemed eligible, providing the learners meet all other eligibility criteria and the course start date is renewed to after the date of the provider becoming approved.</p> <p>From 17/18, providers can check whether they have a current loans facility within the Loan Facility Details screen under the Financials Home section of the Learning Provider Portal.</p> |
| 5  |   | <p>A learner may also be deemed ineligible for this reason if they have entered the wrong start date. In this instance providers can use the learning provider portal to submit a Change of Circumstance (CoC) for approved learners. Guidance on how to submit CoCs can be found in the User Guide on the LP services website; <a href="http://www.lpservices.slc.co.uk">www.lpservices.slc.co.uk</a></p>   |
| 6  | Learning provider is currently suspended                              | <p>The learning provider isn't approved for funding due to a suspension imposed by the Education &amp; Skills Funding Agency. Any learners who apply when the learning provider is suspended will be made ineligible.</p> <p>A suspension is usually imposed when a provider has decided that they do not want to offer loans. If circumstances change providers must contact the Education &amp; Skills Funding Agency to enquire about a loans allocation.</p>   |
| 7  | Applicant has applied for an unapproved course                        | <p>The learner cannot be eligible to receive a loan if the learning aim they are studying is not eligible.</p> <p>Providers should contact the Education &amp; Skills Funding Agency with any queries about learning aim eligibility.</p>  |
| 8  | Start date of Course is before launch of Advanced Learner Loan Scheme | <p>The learner cannot be eligible to receive a loan if their course starts before 1<sup>st</sup> August 2013.</p> <p>Providers should contact the Education &amp; Skills Funding Agency with any queries about alternative funding methodology prior to 01/08/2013</p>   |
| 9  | Start date of course is too late for funding                          | <p>A learner cannot apply for a loan using the current application for any course that starts after 31<sup>st</sup> August that year. Learners must wait for the next academic year cycle to open before applying.</p>   |
| 10 | Learning duration is less than the time allowed                       | <p>The learner cannot be eligible to receive a loan if their course is shorter than 2 weeks.</p> <p>If their circumstances change and the course lengthens then the learner must</p>   |

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|----|---|---|
|    |   | <p>contact SLC to submit a CoC.</p> <p>Learning providers cannot submit a CoC on the learning provider portal as the application status will be ineligible.</p>   |
| 11 | Application received too late   | <p>A learner cannot apply for a loan retrospectively if the last date of their learning aim has passed.</p> <p>If a learner has any queries about late applications they should contact SLC.</p>  |
| 12 | Applicants learning start date is after learning end date             | <p>If a learner states that the start date of the learning aim is after the end date their application will be made ineligible.</p> <p>To correct this, learners must contact SLC with accurate dates.</p>  |
| 14 | Arrears / Credit Agreement  | <p>Although SLC do not look at a learner's past credit history, past debt with SLC is taken into account. If a learner is in bad debt or arrears with another SLC loans product they may be made ineligible.</p> <p>The learner must contact the SLC repayments helpline to seek advice on next steps.</p>  |
| 15 | Applicant has had 4 A Level loans already none of which are withdrawn | <p>A learner will be deemed ineligible if they have already had the maximum number of loans allowed for a programme of A Levels and they try to apply for a 5<sup>th</sup>.</p> <p>The learner is allowed to apply for another type of learning aim. To change their learning aim the learner must contact SLC.</p> <p>Learning providers cannot submit a CoC on the learning provider portal as the application status will be ineligible.</p> |
| 16 | Applicant has reached the maximum number of loans they can study      | <p>A learner will be deemed ineligible if they have already had the maximum number of loans allowed and try to apply for another.</p> <p>The learner may be allowed to apply for another loan if they previously withdrew from a past loan due to compelling personal reasons. The learner must contact SLC to explain this.</p>  |