

Advanced Learner Loan Application Statuses

Overview

Once a learner has applied for an Advanced Learner Loan their application will be set at a certain state. The state of the application will depend on the information and evidence provided by the learner as well as any omissions.

An application may go through a few statuses on the way to being approved. Most of these statuses are visible in the Learning Provider Portal.

If a learner is having difficulty with the application process, or is unsure how to respond to our communications, please encourage them to call our contact centre on 0300 100 0619.

In the mean time this factsheet can be used to explain application statuses in the Learning Provider Portal, the automatic cancellation process, and automatically cancelled application statuses.

Description of Application Statuses

Application Search Values	Application State Values	Description
Application in Progress	In Data Entry	<p>Paper Form - The loan application is currently being data entered and processed.</p> <p>Online Form – The loan application has not been submitted by the learner.</p> <p><i>Please Note – Learning Providers will not usually see applications at ‘In Data Entry’.</i></p>
	Awaiting Validation	The application is being reviewed to confirm that all information and evidence has been provided.
	Awaiting Investigation	<p>The learner has been notified that further information is required to complete assessment of their eligibility. This information has been provided by the learner and it will be processed in due course.</p> <p>If there is still information missing, once the evidence has been reviewed, this will be requested from the learner and the application will move to 'Missing Evidence'. If the relevant information has been received, the application will move to either 'Approved'/'Approved Awaiting Signature' or 'Ineligible'.</p>
	Awaiting Rejection	The application has been processed and deemed to be ineligible and is awaiting rejection
	Awaiting Approval	The application has been manually processed, deemed eligible and is awaiting approval by a manager.

Missing Evidence	Missing Evidence	The application has been put on hold until the learner provides further evidence. SLC sends a number of written requests for any outstanding evidence to the learner.
Eligibility Incomplete	Eligibility Incomplete	The learner's eligibility for an Advanced Learner Loan has not yet been established due to missing information or evidence. SLC will have been in touch with the learner to ask for outstanding information and evidence.
Approved Awaiting Signature	Approved Awaiting Signature	The learner's application has been approved, however SLC are still waiting for their signed loan declaration form. Please Note: Applies to online applications only.
Approved	Approved	The learner's application has been approved in full and SLC have received a valid signature from the learner confirming that they agree to all of the loan terms and conditions. This work stage allows SLC to send the learner's National Insurance Number for verification.
Held Pending Budget Approval	Held Pending Budget Approval	The application has been put on hold, as SLC waits for confirmation on whether the Learning Provider's budget will be increased.
Ineligible	Ineligible	The learner has been deemed ineligible for an Advanced Learner Loan.
Cancelled	Cancelled	The loan application has been cancelled.
Withdrawn	Withdrawn	The learner has withdrawn from their learning aim.
Suspended	Suspended	The learner has suspended their studies.

The Automatic (Auto) Cancellation Process

Applications will be picked up for automatic cancellation when they have been in one of the following states for the predefined period of time:

- **Missing ULN (without positive attendance confirmation)** - 90 days from course start date or approval date, whichever is the later.
- **In Data Entry**- 30 days from the application's received or submitted date, whichever is the later.
- **Missing Evidence***- 45 days from when the application entered 'Missing Evidence' status.
- **Eligibility Incomplete***- 45 days from when the application entered 'Eligibility Incomplete' status.
- **Approved Awaiting Signature***- 45 days from when the application entered 'Approved Awaiting Signature' status.
- **Approved (without positive attendance confirmation)** - 90 days from course start date or approval date, whichever is the later.

*This means, for example, that if an application moves to a state of 'Missing Evidence' and remains there for 30 days it will be picked up for automatic cancellation 15 days later. However, if the application then moves to a state of 'Approved Awaiting Signature', it will be picked up for automatic cancellation 45 days from the date it went into 'Approved Awaiting Signature'.

The automatic cancellation is applied via a weekly batch run that is run every Sunday evening, and results in the application state being updated to 'Cancelled'.

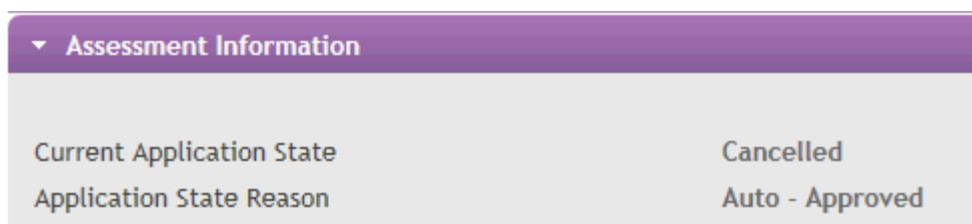
When an automatic cancellation is applied, the following actions will be performed on the learner's application:

1. The application state will be set to 'Cancelled'
2. The loan amount will be set to zero
3. Any Attendance Confirmation Schedules associated to the application will be removed
4. Any Payment Schedules associated to the application will be removed
5. A CoC will be created
6. The Cancelled application will be given an Auto Cancel Reason Type as follows:

Application State Prior to Auto Cancel	Auto Cancel Reason Type
Missing ULN	Cancelled: Auto – Missing ULN
In Data Entry	Cancelled: Auto – In Data Entry
Eligibility Incomplete	Cancelled: Auto – Eligibility Incomplete
Missing Evidence	Cancelled: Auto – Missing Evidence
Approved Awaiting Signature	Cancelled: Auto – Awaiting Signature
Approved	Cancelled: Auto – Approved

Users will be able to identify applications that have been automatically cancelled by using the 'Application State' search on the learner/learning aim search screen and selecting the 'Auto Cancel Reason' type. 'Cancel' will still appear as a separate option in order to search for all.

Where an application has been automatically cancelled, the application state reason will also now appear in the 'Assessment Information' screen, for example:



Correspondence will not be issued for applications that have been automatically cancelled.

Please note, however, that within the Missing Evidence chaser correspondence, learners will be advised that failure to return the necessary evidence may result in their application being cancelled.

If for any reason the application should not have been cancelled, there will be no need for a learner to re-apply;

If evidence is received after the application has been automatically cancelled, the application will be reinstated and processed accordingly.

Applications that are automatically cancelled for the reason of 'Auto: Awaiting Signature', will be updated automatically to 'Approved' when the signed loan declaration form is received.

Please Note: Learning Providers have a 60 day period (from the CoC effective date of the original cancellation to the date of attempted reinstatement) in which to reinstate an application once it has been cancelled. This applies to manually and automatically cancelled applications. The following message will be displayed if a user attempts to reinstate a cancelled application after the 60 day period: 'It is not possible to re-instate a cancelled application after 60 days. Please ask learner to contact SLC.'

Description of Auto Cancelled Application Statuses

Application Search Values	Application State Values	Description
Cancelled	Cancelled: Auto – Missing ULN	The application was cancelled because it is 90 days from course start date or approval date, whichever is the later AND a positive attendance confirmation has not been received.
	Cancelled: Auto – In Data Entry	The application was cancelled because it is 30 days from the application's received or submitted date, whichever is the later.
	Cancelled: Auto – Eligibility Incomplete	The application was cancelled because it is 45 days from when the application entered 'Eligibility Incomplete' status.
	Cancelled: Auto – Missing Evidence	The application was cancelled because it is 45 days from when the application entered 'Missing Evidence' status.
	Cancelled: Auto – Awaiting Signature	The application was cancelled because it is 45 days from when the application entered 'Approved Awaiting Signature' Status.
	Cancelled: Auto – Approved	The application was cancelled because it is 90 days from course start date or approval date, whichever is the later AND a positive attendance confirmation has not been received.