

# The Learner Journey

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# A look at the Numbers

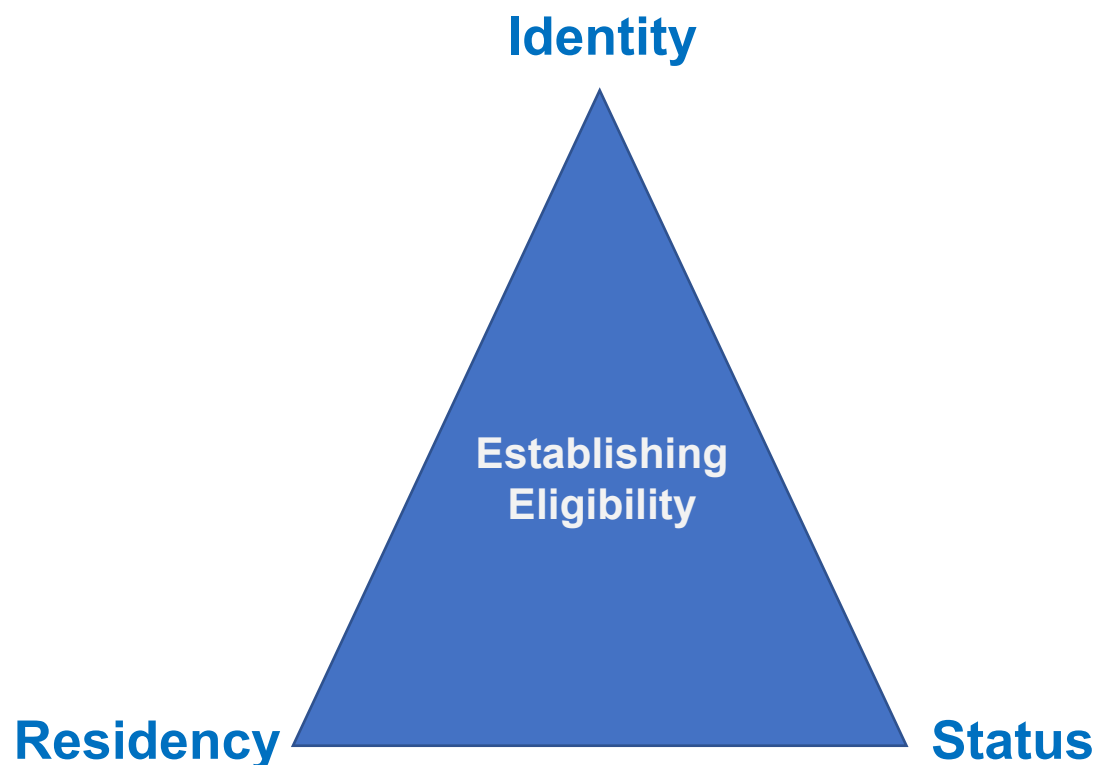
## A look at the Numbers – 21/22

- 68,705 Advanced Learner Loans applications processed
- 6% paper forms – processed and validated manually with each form on average takes just over 15 minutes to process
- 5158 original pieces EU ID processed, with each evidence taking nearly 11 minutes to process
- EU settled and pre settled share code validation process allows customers to send share codes to validate ID and residency via email, ensuring a faster validation process
- Currently averaging just over 5 minutes to validate EU share codes without the need to return evidence
- SLC processed 3847 evidence items for Rest Of the World (ROW) nationals each evidence item takes around 16 minutes to process



# Eligibility Overview

# Eligibility Overview



- For any customer to establish eligibility for an Advanced Learner Loan they must satisfy three things:
  - **Identity**
  - **Status**
  - **Residency**
- The residency category (UK national, EU National or ROW nationals) directly drives what evidence item(s) SLC need to establish if a customer is eligible for funding
- There are some legislative complexities around evidence items

# UK Nationals

## Establishing identity:

Valid (in date) UK passport details **or**;  
Original UK Birth/Adoption Certificate to be validated by SLC

## Establishing status:

By providing one of the above ID documents this also establishes UK national status

## Establishing residency:

A UK National does not need to meet the 3 year UK residency criteria as long as they have been living in the Common Travel Area (CTA) for the last 3 years and they are ordinarily resident in the UK on the first day of their course. This is established in the customer application

# EU Nationals

Since Brexit EU Nationals are classed in the following way:

**EU Nationals with Settled status;** EUSS Settled status will be awarded to EU, EEA and Swiss citizens (and their family members) who were living in the UK by 31st December 2020 and have lived in the UK and Islands for a continuous 5 year period. Those granted Settled status can stay in the UK as long as they like and can apply for British citizenship, if they are eligible to do so

**EU Nationals with Pre-Settled status;** EUSS Pre-Settled status will be awarded to those EU, EEA and Swiss citizens (and their family members) if you have less than 5 years in the UK. After 5 years of continuous lawful UK residence, individuals can apply to change their Pre-Settled status to Settled status but they must do so before the Pre-Settled status expires (5 years from the day granted)

Both of which are entitled to receive Advanced Learner Loan funding



# EU Nationals – Settled and Pre-Settled

## Identity and Status can be established by:

EUSS Share code; this can be sent to a centralised inbox for advanced learner customers

If the student has applied under the EU Settlement Scheme but currently holds Certificate of Application then the following would be required to confirm ID:

- Original Valid Passport
- Original Valid National Identity Card

**Residency:** EU nationals with pre-settled or settled status must have resided in the UK/EU/EEA for 3 years prior to their course start date this can be satisfied within the application process when submitting data, there may be scenarios whereby SLC may ask for further evidence (family member of EU nationals have different legislation)

# ROW Nationals

'Rest of the World' learners - we will require ID, status and residency confirmation

## **Student ID – Confirming personal ID** (list is not exhaustive)

- Original valid passport
- Original Home Office Biometric Residence Permit Card (HOBRC)
- Original valid UK Travel Document
- Original Certificate of Naturalisation/Registration as a British Citizen

## **Status ID – Confirming various Status' to be in UK** (list is not exhaustive)

- HO letter
- Biometric card showing status

## **Residency Evidence – Establishing residency eligibility**

Legislation can be complex and may depend on the residency category

# ROW National – Residency requirements

## Indefinite Leave to Enter and Indefinite Leave to Remain

- Ordinarily resident in England on the first day of their course
- Resident in England/Wales on the first day of their course
- Must hold their status prior to the first day of their course
- Must have been ordinarily resident in the UK for 3 years prior to the first day of their course
- We will require their 3 years address history and their status in the UK

## Protection based leave Status: Refugee, Humanitarian Protection, Stateless Leave, Calais Leave, Section 67 Leave

- Learners are required to be lawfully and physically resident since their most recent grant of status was awarded and on the first day of their course
- Family members of these leave holders can also be eligible providing they meet the relevant requirements

# ROW National – Residency requirements (cont.)

## Long Residency

- Some learners may hold Limited Leave to Remain (LLR) status. Student Finance England (SFE) have a long residency category to help these students
- Student support will be available for learners with courses starting on or after 1st August 2016 and are;
  - Under 18 years of age and have lived in the UK for at least 7 years before their course start date
  - Aged 18 years of age or above and have lived in the UK for at least half of their life or at least 20 years before their course start date
- **They will also need to be:**
- Ordinarily resident in England on the first day of their course;
- Ordinarily and lawfully resident in the UK and Islands throughout the 3 year period preceding the first day of the first day of their course; and
- In the 3 years referred to above, not have moved to the UK and Islands wholly or mainly for the purposes of education

# New residency Categories for 22/23

## Afghan Citizen's Resettlement Scheme (ACRS)

## Afghan Relocation and Assistance Policy (ARAP)

- The UK government has announced a new scheme which has been established to provide protection for Afghan citizens
- Eligibility criteria for those under both Afghan Schemes will be reviewed on the same basis as the protection-based categories (those with refugee status and Humanitarian Protection)

## Ukrainian Scheme

- The Ukraine Family Scheme
- The Ukraine Sponsorship Scheme (Homes for Ukraine)
- The Ukraine Extension Scheme

In order to be eligible under this category, the applicant will need to:

- Hold a valid status under one of the above schemes
- Have been continuously resident in the United Kingdom and Islands since the issue of their status under one of the Ukraine Schemes
- Provide evidence of their identity

Acceptable evidence of immigration status is as follows:

- A **Biometric residence permit**, or a **vignette** in the passport or other travel document, where the applicant has been granted leave for 36 months under a Ukraine scheme
- A **permission to travel document**, which will confirm that the person has leave under a Ukraine scheme, along with a stamp in the passport confirming that the applicant has been granted leave in the UK for six months



# Troubleshooting

# Customer Trends Impacting Delivery

## 4 your college or training organisation

### 4.1 College or training provider's details

You'll find these details on the Learning and Funding Information Letter you get from your college or training provider. ⓘ

Name of college or training provider

UK Provider Reference number









## 5 what you're studying

### 5.1 Course details ⓘ

Course name

Course code









#### 5.1.1 Start date ⓘ

The date you give here should match the date you give on page 1.

Day Month Year









#### 5.1.2 End date ⓘ

Day Month Year









#### 5.1.3 Total college or training organisation fee ⓘ

Enter the full amount your college or training organisation is charging you for this course including VAT, if applicable.

£

## Description

- Learners submitting applications without LP's UKPRN, course details or missing end dates have been noticeably higher since the start of AY22/23

## Consequence for SLC and the Learner

- Applications are delayed & Learners are asked to submit further information. This causes a duplication of work for assessing teams and additional correspondence to customers asking for further evidence. Not only is this an additional cost it can be wasteful resource for staff

## Mitigation

- Ensure Learners are aware that SLC use their CRN as our identifier

# Customer Trends Impacting Delivery

## Description:

- High number of complaints and queries from customers expecting their Advanced Learner Loan to be written off on completion of FE course stating they had been advised by Learning providers this would happen

## Consequence:

- Time spent dealing with queries and complaints that could have been cleared up before the point of contact

## Mitigation:

- Ensure customers are aware of the regulation and loan write offs are only customers that have studied a specific QAA access to HE diploma and have went onto complete a HE course



# Customer Trends Impacting Delivery

## Description:

- Learner has studied for both AS levels and A levels however they have already applied for the maximum of 4 loans

## Consequence:

- Learner cannot access ALL funding as their application has been deemed ineligible

## Mitigation:

- LP should contact SLC as we will over-ride this guidance allowing both AS and A levels to be funded. LP may need to work with SLC and the learner to ensure that the correct level of tuition fee has been charged and the correct funding has been given to learner

# What does the Future Hold for the Future of SLC Operational Delivery?

# Home Office Data Share Project

The Intent of the Home Office Data Share Project is to allow a data share agreement between the SLC and Home Office to avoid/reduce the need for customers to send in original evidence supporting their application for SLC funding

Instead SLC will be able to directly contact the Home office on receipt of a customer's application and exchange information that will support SLC in determining eligibility

Positives: Quicker turnaround for the customers, money saved on validation of evidence items, less stress for ROW National customer base and a reduction in the complexity of evidence items ROW customers need to supply SLC

This project is ongoing

21/22 SLC processed 3847 evidence items Rest Of the World (ROW) nationals each evidence item takes around 16:20 to process, validate and return, SLC spent around 1,038 hours processing ROW ID evidence. This process remains the same for AY 22/23 but later in the presentation I will discuss how SLC is looking to improve the journey for ROW nationals for AY 23/24


# Digital Upload for Advanced Learner Customers

1. 2022 / 2023 Full time ACTUARIAL MATHEMATICS ▼ Collapse


**STATUS** APPLICATION SUBMITTED

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
**Your to-do list**

 **1. Give us your valid UK passport details**  
So we can check your identity, you need to give us your valid UK passport details.  
[Enter passport details](#)  
[Can't provide your passport details?](#)

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 **2. Give us your National Insurance number**  
We need to confirm this with the Department for Work and Pensions before we can make any payments. It can take up to 4 weeks to successfully verify your UK National Insurance number.  
[Enter your UK National Insurance number](#)  
[What if I've lost my UK National Insurance number or do not have one?](#)

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 **3. Give us your bank details**  
We need your bank/building society details before we can pay you any Maintenance Loan or grants.  
[Enter bank details](#)

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**Sending documents or forms**

**Upload digital copies**  
Upload any digital copies of documents or forms we've asked for.  
[Upload](#)

**Posting original documents**  
If we've asked for any original documents or forms, you'll need to send them to us by post:

Student Finance England  
PO BOX 210  
Darlington  
DL1 9HU

## Upload evidence

If we've asked you to send us any digital copies of documents or forms, you should upload them here.

**!** If we've asked for an original document, you need to post this to us. We cannot accept digital versions of this document.

**!** By uploading any forms you are agreeing to the Terms and Conditions within them.

▶ [If you cannot upload your evidence](#)

### What we accept

If you do not already have a digital copy of your evidence, you can take a photograph or scan and upload it here.

The image must be of the entire document and has to be readable by our staff.

We only accept BMP, JPEG, PDF, PNG or TIFF files up to 16MB.

Do not upload files that are password protected.

File name	Status	Change status
No Files Uploaded		

[Add a File](#)

[Submit](#)

[Back to account](#)

- In May 2022 digital upload was introduced for undergraduate customers
- Allowing customers to send photos of evidence items and digitally upload for SLC operation to validate
- This has been really positive for undergraduate customers and SLC are looking to expand this functionality for Advanced Learner Loan and postgraduate customers