

Learning Provider Regional Service Review Forums 2020

FE Account Managers, Partner Services

November 2020

Discussion Points

**Policy and
Sector Updates**

**The Impact of
Covid-19**

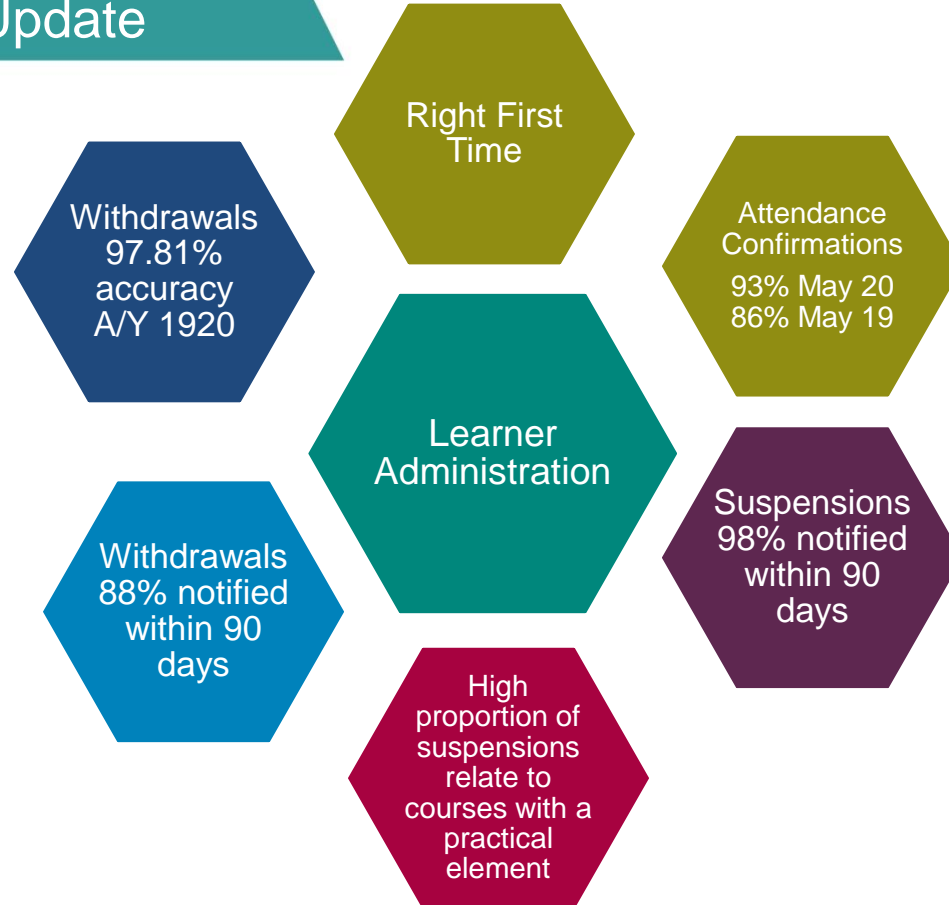
**Funding and
Growth**

**Continuous
Improvement**



Statistics and Application Trends

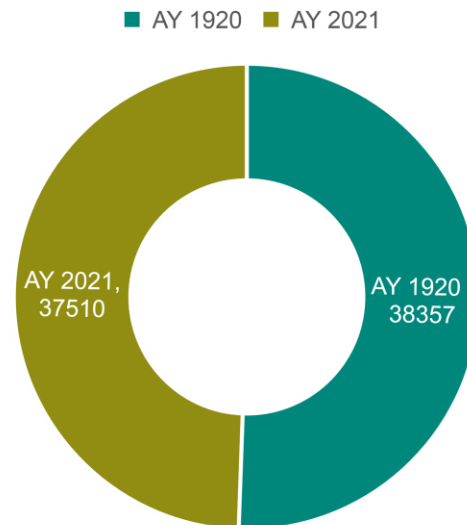
Service Standards Update



Applications 20/21

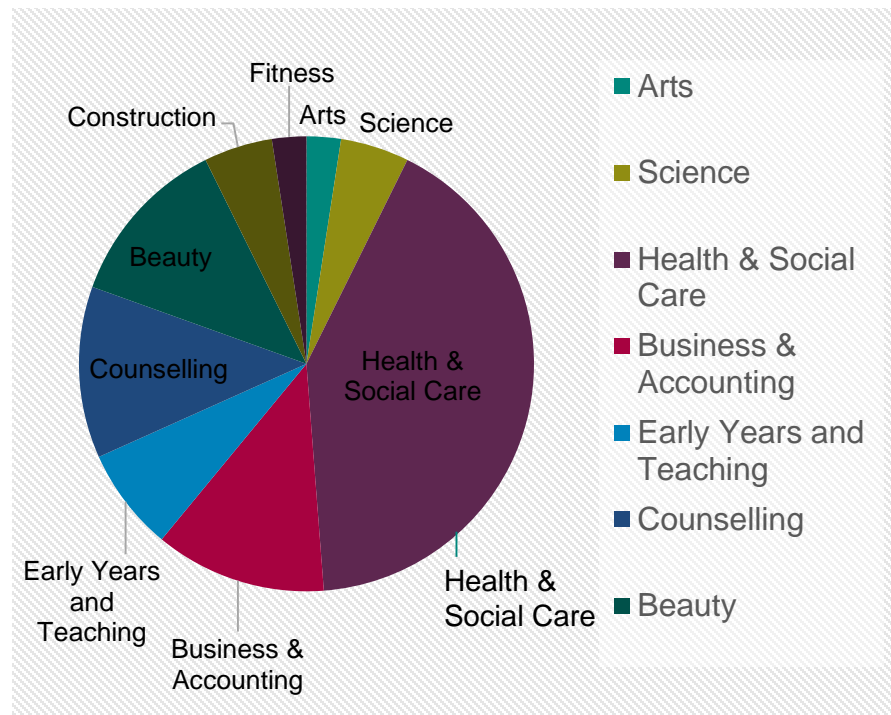
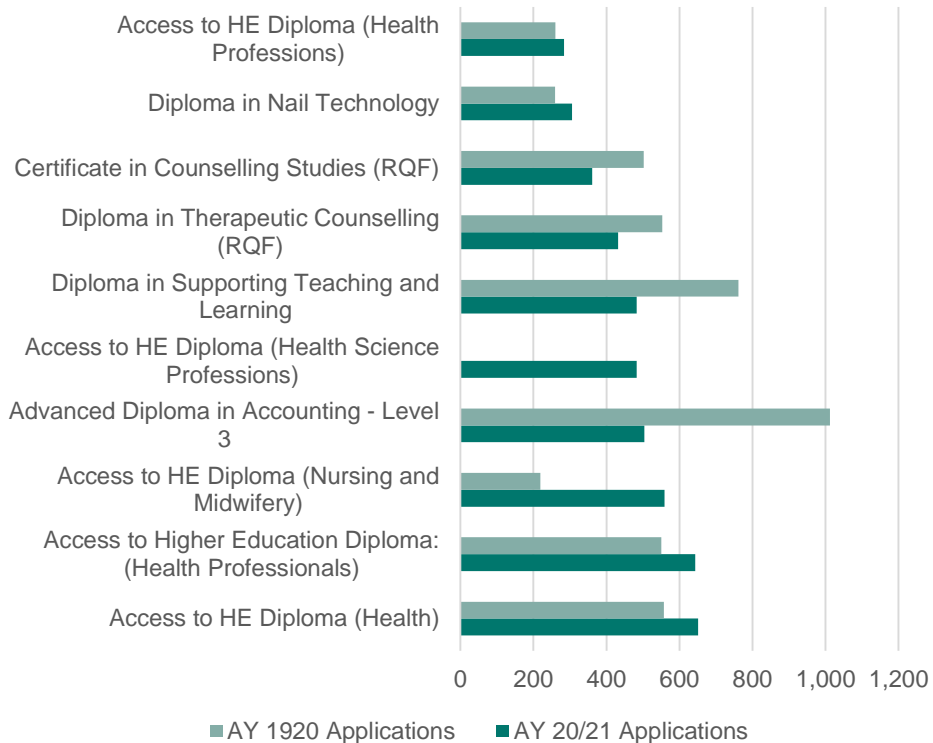
- Volumes similar to 19/20 at number of days post launch
- June launch and Covid – minimal impact
- Sector feedback no overall downturn in learner take up

Application Comparison



* As at end Oct

Popular Learning Aims 20/21



What's New?

Updates

Repayment Threshold / Interest

Calais Leave / Indefinite Leave to Remain as a victim of domestic violence (DVILR)

Electronic Signature

ILR – no need to withdraw learners when reducing liability to zero following error arising

Level 3 – awaiting Further Education White Paper & government announcements

EU Exit

Interest and Repayment

From 1 September 2020 until 31 August 2021 the following interest rates apply:

Your Circumstances	Interest Rate
Whilst studying and until the April after leaving the course	RPI + 3% (5.6%)
If you come into repayment from April 2021	Variable interest, dependent upon income RPI (2.6%), where income is £27,295 or less, rising on a sliding scale up to RPI + 3% (5.6%), where income is £49,130 or more
If you lose touch with SLC or do not send them the information they require	RPI + 3% (5.6%), irrespective of income, until SLC have the information they require

Repayment threshold for post-2012 (Plan 2) loans will rise from **£26,575** to **£27,295** from 6 April 2021

Residency Category 20/21

Calais Leave

From AY 2020/21 any individuals granted **Calais Leave** and their Dependent children will be eligible to access to home fee status and student support:

This status is for individuals moved to the UK as part of the Calais camp clearance (between Oct '16 and Jul '17) as unaccompanied children to be reunited with qualifying family

Calais Leave applies to individuals who do not qualify for leave to remain under existing rules (Refugee, Humanitarian Protection or Section 67)

Ordinary residence in the UK on the first day of the first AY and ordinary lawful UK residence for the three year period preceding the first day of the first AY of the course is required

Residency Category 20/21

DVILR

From AY 2020/21 Regulations will allow individuals granted Indefinite Leave to Remain as a victim of domestic violence (**DVILR**) to be eligible for student support:

Individuals **granted DVILR status** can access student support and home fee status **immediately** after their status has been granted

The student needs to be ordinarily resident in the UK on the first day of the first AY year of their course

However there is **no requirement** for individuals granted DVILR to have been ordinarily resident in the UK for three years before the start of their course

ILR Data Returns

Funding rules for AY 20/21 updated to reflect SLC guidance - zero fees and no requirement for subsequent withdrawal

Audit requirements will reflect this documented change from December submission

Policy intent is being considered around this scenario – should it count as one of a learners four possible loans




Leaving the EU

- No impact for learners who start a course in AY 20/21
- EU Citizens living in the UK by 31 December 2020 can apply to the EU Settlement Scheme (EUSS)
- Deadline to apply to EUSS 30 June 2021
- Applicants awarded settled status can apply for student funding
- Must meet requirements of current regulatory residency rules

Learning Aims Service

The [Learning Aims website](#) (part of the Hub) is being replaced by '[Find a learning aim](#)' for the start of the 2020 to 2021 academic year. The find a learning aim design, which is now live, has simplified the user experience while still providing all the key information. The old website will still be available, but please use the new website to ensure you have the most up to date information.





The Impact of Covid-19

SLC Covid-19 Response

- Three phases of insight gathering – provided an understanding of challenges and priorities within the sector and enabled targeted engagement activity
- FAQ documents have been published and regularly updated, alongside recommendations for review of processes / system enhancements to continue with our focus on continuous improvement.
- Recommended a review of 20/21 allocations for several LPs, based on analysis and insight.
- Electronic signatures – whilst in scope for AY20/21 launch, the move to electronic signatures has been timely in simplifying the application process.
- UK nationals who do not have a UK passport no longer have to provide an ADIF and can confirm their identity with their original birth or adoption certificate alone.
- Residency exceptions due to CV-19

Covid-19

SLC Response

Majority of SLC employees working from home – only 10% of SLC Minimum Essential Team office based. Majority of tasks now home based

Insight gathering from our providers – 3 phases to determine sector adjustments during Covid-19 and address provider needs

Virtual 1-2-1 account reviews – engagement delivered virtually instead of face to face due to travel restrictions

ADIF no longer required (UK Nationals) – requirement waived during Covid-19

Residency exceptions – learners who are prevented from attending their courses on-site in England due to Covid-19 in the 2020/21 academic year will be deemed eligible

ESFA recommendation – sharing information in order to develop and improve service



Funding Allocations & Growth

Allocations 20/21



Funding Challenges

Defined Formula for Calculation

Exceptions Policy

Growth Review



- 496 Providers with 20/21 Loan Facility
- 199 in Scope for Growth (40%)
- 100% recommended for growth
- January threshold 90%

Growth Requests

SLC review provider compliance against the service standards:

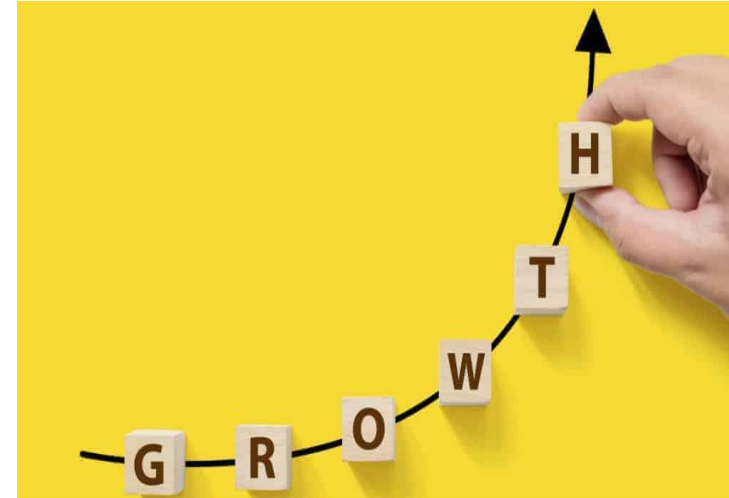
- Timeliness of ULN entry since the beginning of the academic year
- Attendance confirmations over the last 3 fixed quarters i.e. May 2020, February 2020, November 2019 (exc. August)
- Timeliness of suspensions and withdrawals submitted since the beginning of the academic year

- SLC able to recommend approval in line with full compliance with Service Standards

- Where appropriate, SLC may recommend growth subject to the LP providing a Statement of Assurance regarding improved performance and an Account Review by their SLC Account Manager

- SLC will not recommend approval in cases of non-compliance.

- Providers should escalate any queries on growth request process and decision with their ESFA Territory Manager



Loan Facility Details Report

This figure includes all scheduled instalments, including scheduled instalments for learners whose course may have started in a previous academic year and who are still in learning.

Loan Facility Details

Sign out

Academic Year

20/21

Display Details

HELP

Please note that the details returned on this report will be correct as at the close of business last night.

Academic Year 20/21

	Details	Message
Contract End Date	31/07/2021	
Loan Facility Start Date	01/08/2020	
Loan Facility End Date	31/07/2021	
Loan Facility Allocation Amount	£1,424,650.00	
Loan Facility Amount Used	£1,297,413.68	
Loan Facility Percentage Used	91.07%	80% or more of the loan facility has currently been used.
Loan Facility Amount Remaining	£127,236.32	

[View History](#)

This figure also includes any learners who are currently suspended as their payments are still scheduled

Payment Instalment Report

The Approved for Payment table is broken down into four main sections: Paid / Scheduled with Attendance Confirmed / Scheduled Awaiting Attendance Confirmation / Approved Awaiting Signature.

Approved for Payment		Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Year To Date
Paid	Paid	<u>£24,467.23</u>	<u>£85,462.51</u>	<u>£67,919.18</u>	<u>£33,254.98</u>	<u>£126,015.88</u>	<u>£93,923.39</u>	<u>£42,432.69</u>	<u>£108,065.32</u>	<u>£96,723.69</u>	<u>£33,240.37</u>	£0.00	£0.00	£711,505.24
Scheduled with Attendance Confirmed	Ready for Payment	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<u>£7,796.29</u>	<u>£7,301.27</u>	£15,097.56
	Missing NINO	£0.00	£0.00	£0.00	£0.00	<u>£211.33</u>	<u>£211.33</u>	<u>£211.33</u>	<u>£211.33</u>	<u>£458.55</u>	<u>£247.22</u>	<u>£247.22</u>	<u>£247.22</u>	£2,045.53
Scheduled Awaiting Attendance Confirmation	Attendance confirmation only required	£0.00	£0.00	£0.00	<u>£1,089.55</u>	<u>£1,259.08</u>	<u>£1,394.25</u>	<u>£8,858.11</u>	<u>£7,773.89</u>	<u>£17,208.53</u>	<u>£98,871.71</u>	<u>£92,719.91</u>	<u>£85,061.89</u>	£314,236.92
	Missing NINO	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<u>£444.19</u>	<u>£1,541.86</u>	<u>£1,541.86</u>	<u>£1,541.86</u>	£5,069.77
	Missing ULN	<u>£99.38</u>	<u>£321.07</u>	<u>£321.07</u>	<u>£321.07</u>	<u>£609.27</u>	<u>£609.27</u>	<u>£1,154.19</u>	<u>£1,673.38</u>	<u>£2,891.55</u>	<u>£5,352.37</u>	<u>£5,990.81</u>	<u>£5,990.81</u>	£25,334.24
	Missing NINO and ULN	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<u>£468.91</u>	<u>£1,926.70</u>	<u>£3,657.24</u>	<u>£3,657.24</u>	£9,710.09
Approved	Awaiting Signature	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<u>£1,094.85</u>	<u>£3,743.36</u>	<u>£8,368.67</u>	<u>£8,368.67</u>	£21,575.55
Total		£24,566.61	£85,783.58	£68,240.25	£34,665.60	£128,095.56	£96,138.24	£52,656.32	£117,723.92	£119,290.27	£144,923.59	£120,322.00	£112,168.96	£1,104,574.90
Offset														£0.00
Facility														£1,759,968.00
Percentage Usage of Facility														63.68%
Not Approved for Payment														
Missing Evidence	Missing Evidence	£0.00	£0.00	<u>£262.00</u>	<u>£262.00</u>	<u>£719.73</u>	<u>£1,177.46</u>	<u>£1,177.46</u>	<u>£1,177.46</u>	<u>£3,193.43</u>	<u>£9,052.43</u>	<u>£14,508.14</u>	<u>£14,508.14</u>	£46,038.25
Eligibility Incomplete	Missing Information	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<u>£169.53</u>	<u>£416.75</u>	<u>£416.75</u>	<u>£416.75</u>	£1,419.78
Total		£0.00	£0.00	£262.00	£262.00	£719.73	£1,177.46	£1,177.46	£1,177.46	£3,362.96	£9,469.18	£14,924.89	£14,924.89	£47,458.03

This report runs overnight. Please note – the details displayed on the report are correct as at close of business the previous night.

Includes missing evidence/missing information. These applications are not yet deducted from your funding allocation but will be deducted once application is approved

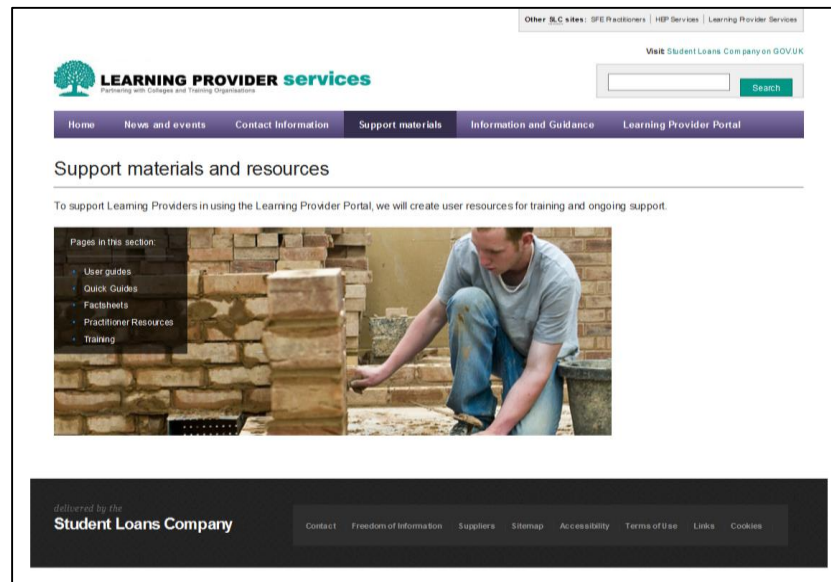
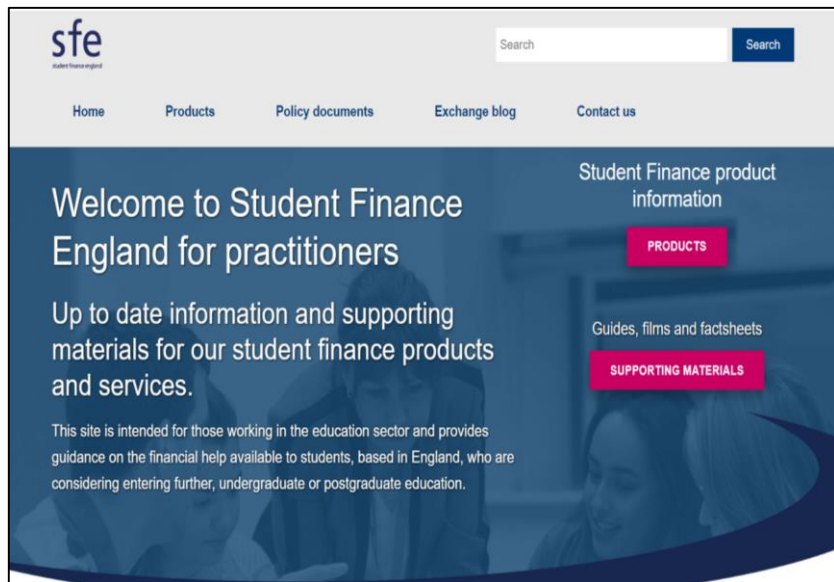
Continuous Improvement

Engagement

- Future events :
 - Virtual meetings
 - Use of video
 - Presentations
 - Q & A sessions



Website Resources



<https://www.lpservices.slc.co.uk/>

<https://www.practitioners.slc.co.uk/supporting-materials/>

Resources and Support

Learner facing Information and Guidance:

www.practitioners.slc.co.uk/further-education

Learner Help Line:

0300 100 0619

Partners Support Desk:

lpsservices@slc.co.uk / 0300 100 0643

Account Manager:

<https://www.lpservices.slc.co.uk/contact-information/fe-loans-partner-services-management-team.aspx>

ESFA Funding & Performance Management Rules 2020/21:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/904502/Advanced_Learner_Loans_funding_and_performance_management_rules_2020_to_2021_V2.pdf

