

Pre-Training Module - Online Application Process Transcript





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Slide 1

Welcome to the pre training module covering the online application process.

Slide 2

Learners will firstly need to create an account in order to submit their application online. Once they have registered, they will be given a customer reference number which is unique to the learner and this should be used for all future student finance applications. They can then login via the same gov.uk page by entering either their email address or customer reference number along with their chosen password.

Slide 3

The secondary stage of login is then for the learner to confirm the details of their secret answer as requested.

Slide 4

Once a learner has successfully logged into their account, they will then be asked what they would like to do next – in this case they should select the blue box on the left to 'apply for student finance'.

Slide 5

The next screen asks for the type of student finance the learner would like to apply for. We are aware that some learners select the wrong box particularly those who may be on an Access to HE programme who think they are on a HE course. However, all Advanced Learner Loan learners should select the purple box on the right-hand side.

Slide 6

Before they are able to start their application, learners will be shown 6 key facts about how repayment works, interest rates and the current repayment threshold. They will then be advised what information they should ideally have to hand to complete their application in one sitting, such as the learning and funding information letter along with perhaps the passport number if applicable.

Slide 7

The learner will then be asked a series of questions about themselves. The learner can change their answer if they make an error. In this example the learner is a UK national with an in-date UK passport but depending on the answer given, this will then determine the options available for the learner to select.

Slide 8

Before the learner is then asked for information about the course and loan, they are able to hover over the four tiles to obtain further information about the Advanced Learner Loan and how it works.

Slide 9

Using the information provided on their learning and funding information letter the learner is then asked to enter the provider and course information in the order they appear on the letter. This includes the UK provider reference number, course code, course start and end date, as well as the fee charged by the provider. If this is then set higher than the cap set by the ESFA, the learner will then be notified on the maximum loan amount they can borrow. They will also then be made aware that they are responsible for paying any fee amount not covered by their Advanced Learner Loan.

Slide 10

Prior to submitting their application, learners are asked to check the details are correct. They are then asked to read the terms and conditions (either on the screen or they can be downloaded) and then enter their password to confirm they have read, understood, and agree to these terms and conditions.

Slide 11

Even after the learner has submitted their application, they can still make changes if they need to. Once they login they are then able to select the 'change this application' hyperlink.

Slide 12

As was the case before they submitted their application, learners can still make a change to an answer if they need to.

Slide 13

In some instances, a learner may not be able to submit a change online. If this is the case, they will be directed to the paper change of circumstances form to complete.

Slide 14

It's important that learners also keep their account up to date should any of their contact details change. Again, this information can easily be updated via their online account.

Slide 15

Thank you for taking the time to listen to this module. We hope you found it useful. If you do have any questions about the content of the module, please get in contact with your FE Account Manager.



For more information:

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