

# Loan Administration Best Practice

FE Account Managers

# Content

1 Overview – Working Together

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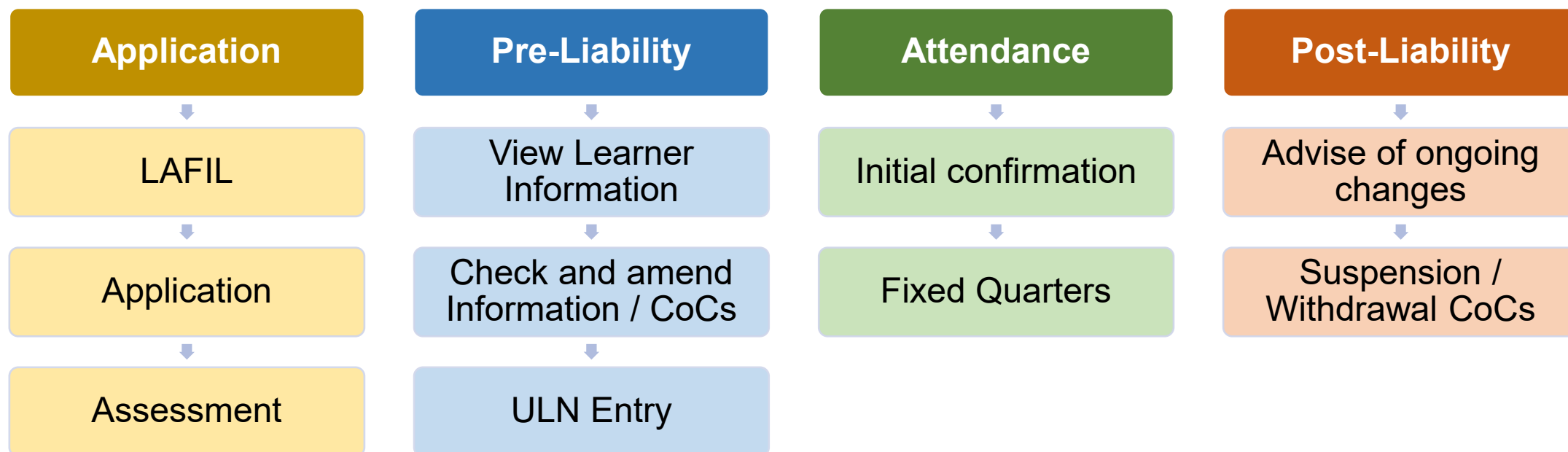
2 Provider Responsibilities

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3 Summary

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# Overview – Working Together



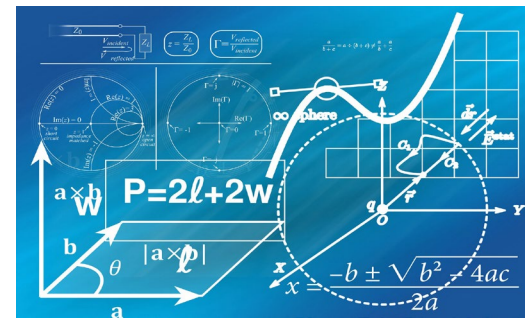


# Provider Responsibilities

## Provider Responsibilities

- ✓ Quality Information, Advice & Guidance
- ✓ Control measures in place
- ✓ Processes aligned to Service Standards
- ✓ Internal Attendance Management policy
- ✓ Funding allocation monitored





# Troubleshooting

## Pre Liability

- Start dates changes – different AY
- Change of learning aim – check eligibility
- Timely submission of ULNs
- Avoid auto cancellation of approved apps

## Post Liability

- Level 3 entitlement – zero fee
- Nonstarter – attendance confirmed
- CoC worklist
- Incorrect start date
- Resumptions
- Moving end dates
- Post end date – LP only able to submit a withdrawal

## Benefits of embedding 'best practice':


- ✓ Timely and accurate administration
- ✓ Preventing overpayments
- ✓ Service Standards compliance
- ✓ Accuracy of ILR submissions





## Summary

- Track previous academic years
- Regularly check attendance and CoC worklists
- Use the Payment Instalment Report
- Ensure internal processes align to service standards



### To Do List

1.

2.

3.

4.

5.

1

2019							
SUN	TUE	WED	THU	FRI	SAF	SUN	
	1	2	3	4	5	6	7
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30	31					