Deadlines for Applicants and Administrators

SFE Higher Education Student Finance in 2010/11 Academic Year

December 2009

Dear Colleague

2010/11 PROJECT: DEADLINES FOR, CONTINUING APPLICANTS, NEW APPLICANTS AND SYSTEM ADMINISTRATORS

- 1. Attached is guidance for the key delivery partners in the 2010/11 Project. It provides details of the deadlines for LAs, the Student Loans Company (SLC), Higher Education Institutions and applicants, where those applicants are:
 - Continuing Students: Students who entered higher education on or before 2009/10 and who are continuing into 2010/11.
 - New Students: Prospective new entrants to higher education in 2010/11.
- **2.** Renewing students will be categorised as ONLINE if they:
 - Are first time returners in 10/11
 - Are second time returners in 10/11 previously categorised as NMTO and applied on paper in 09/10; or in 08/09 if no application was submitted by that student in 09/10
 - Have previously applied online in 08/09 or 09/10
- 3. Renewing students will receive paper forms if they fall into the following categories

PR1 Forms

- NOT first time returner in 10/11
- NOT second time returners in 10/11, previously categorised as MTO and applied on paper in 09/10; or in 08/09 if no application was submitted by that student in 09/10
- NOT previously applied online in 08/09 or 09/10
- NOT previously provided their Bank Details successfully

PR1a Forms

- NOT first time returner in 10/11
- NOT second time returners in 10/11, previously categorised as NMTO and applied on paper in 09/10; or in 08/09 if no application was submitted by that student in 09/10
- NOT previously applied online in 08/09 or 09/10 previously categorised as NMTO

- HAVE previously provided their Bank Details successfully and previously categorised as NMTO
- 4. Renewal student forms and letters will be issued by SLC and a small supply of PR1s will also be provided to each LA to issue as replacements or to customers who choose not to apply on-line after all. Please note however that this activity will primarily be handled by the CSO.

5. Enquiries

If you have any queries about this guidance, please contact:

Business Services Support Team support_services@slc.co.uk

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Introduction

 This note provides details on the deadlines for Local Authorities in England (LAs) and the Student Loans Company (SLC) for the 2010/11 processing cycle.

Administration

Deadlines for new and continuing students

- 2. Annex 1 sets out the deadlines by which new applicants and continuing students must apply for support. The intention is that these deadlines will allow for 2010/11 participating students to receive the first instalment of their support at the start of term.
- Continuing students who are applying for non means tested support will be advised that they should provide all the requested information to their LAs/SFE by 23 April 2010.
- 4. Continuing students who are applying for means tested support will be advised that they should provide all the requested information to their LAs/SFE by 21 May 2010.
- 5. New students applying for **non means tested** support will be advised t that they should provide all the requested information to SFE **23 April 2010**.
- 6. New students applying for **means tested** support will be advised t that they should provide all the requested information to their SFE **25 June 2010**.
- 7. LAs/SFE must meet the 9 July 2010 deadline (for August start dates) for all applicants who return completed forms with the financial information required as appropriate by the respective deadlines. For applicants who have September or later start dates, LAs/SFE must meet the later 6 August 2010 deadline for the assessment and approval of applications.
- **8.** The deadlines are intended to allow time later in the process for LAs/SFE and the SLC to deal with applicants who:
 - Fail to meet the 25 June 2010 deadline; or
 - Change institution or course after meeting that deadline.
- **9.** The deadlines are the latest dates by which the activities shown must be completed. ELBs should refer to the Service Level Agreements as regards ELB Target processing times.
- **10. Annex 2** sets out the application and processing timetable for students applying for grants for part-time study.
- **11. Annex 3** sets out some of the key operational milestones and the timetable for SLC to issue student publications for the full time scheme in 2010/11.

Annex 1

FULL-TIME STUDY: DEADLINES UNDER THE 2010/11 ARRANGEMENTS

RESPONSIBILITY / ACTIVITY	NEW STUDENTS		CONTINUING STUDENTS		
SLC to complete the issue of continuing student application forms all other supporting relevant literature for England.	N/A		14 De	cember 2009	
SLC to issue new student application packs.	November 2009		N/A		
Applicants to return/submit completed application forms	NMTO		23 April	NMTO	23 April
	MT		25 June	МТ	21 May
Applicants to Apply for Variable Fee Loan	25 June		21 May		
LAs and SFE complete assessment and approval of all on-time applications.	In line with Service Level Agreements		In line with Service Level Agreements		
For HEIs:					
Institutions to inform SLC of Fee rates by		04 December 2009			
SLC to issue BACS reports to HEIs		60 days before start of course.			
Institutions to register students and notify SLC of student attendance.		As soon as possible following student enrolment (ideally on the same day).			
SLC to process attendance confirmation reports and issue BACS payment instruction		Upon receipt from HEI. (BACS system makes payments to student's			
			notified bank account two working days following receipt of payment instruction from SLC.)		
Institutions to verify to SLC fee charges per student		By specified return dates per corresponding Attendance Confirmation reports			

Annex 2

GRANTS FOR PART-TIME STUDY: DEADLINES UNDER THE 2010/11 ARRANGEMENTS

RESPONSIBILITY / ACTIVITY	NEW APPLICANTS	CONTINUING STUDENTS
Application forms available	24 July 2010	24 July 2010
New Applicants to return completed Application Forms to LA/SFE no sooner than two weeks after commencing their course. (Continuing Applicants can return form earlier than this date)	1 September 2010	1 September 2010
Student Finance England website and Portal available	02 September 2010	02 September 2010
LAs/ SFE to assess applications and send for approval	From 02 September 2010 and in line with Service Level Agreements	From 02 September 2010 and in line with Service Level Agreements
SLC to pay course grants to students by BACS	From 08 September 2010	From 08 September 2010

Annex 3

2010/11 KEY MILESTONES AND DEADLINES

STUDENT PUBLICATIONS TO BE ISSUED BY SLC

PRODUCT	DEADLINE
First release of HEI database for review to HEIs	30 October 2009
Supplies of Practitioners' Pack for Student Finance England	Distribution commences from 9 November 2009 for three week.
Supplies of (PR1) student application forms to LAs	Distribution commences from 23 November 2009 for two weeks.
10/11 Renewing /Continuing students exercise for Student Finance England begins	23 November 2010
HEIs return HEI database to SLC no later than	04 December 2009
HE Change of Circumstance Portal becomes available. LAs/SFE will now receive some CoCs as Tasks – details will be provided in Release Notes.	05 December 2009
Student Finance England Customer Portal live for all 2010/11 new student applications	17 December 2009
Student Finance England LA Portal live for all 2010/11 new student applications	17 December 2009
Auto Approval functionality becomes available.	17 December 2009
Student Finance Calculator for 10/11 available	17 December 2009
Student Finance England Customer Portal live for all 2010/11 continuing student applications	28 January 2010.
Student Finance England LA Portal live for all 2010/11 continuing student applications	28 January 2010.
Launch of My Application & Offer *	31 March 2010
Enhanced Returner service launch **	31 March 2010
Student Finance England Portal live for Part-time grants	02 September 2010
LAs/SFE issue reminders to applicants that were provisionally assessed	November 2010

PRODUCT	DEADLINE
SLC will inform LAs/SFE which sample accounts have been randomly selected (for 10/11 SFA/SC exercise) and via reports detail where no response has been received to allow all LAs/SFE to follow up	December 2010
LAs/SFE issue final reminders to applicants that were provisionally assessed	December 2010
LAs/SFE finalise provisional assessments	January 2011

- * My Application & Offer This provides the customer with the ability to complete the application in any sequence they prefer, dynamically adapting to ask more questions where required in response to the customer's circumstances. As soon as sufficient questions are completed an indicative finance offer will be presented. On submission of the application, a final version of this indicative offer will be shown. Further details will be provided at time of launch.
- ** Building on the new online application service delivered by My Application and Offer, the Enhanced Returner process follows a simple 'renewal' model rather than requiring re-application. When a returning applicant accesses the online application, they are presented with a summary of the key information they provided in the previous year. If they confirm that this has not changed, their application is complete. Alternatively, if something does need to be changed they can amend that element and see the impact on their finances before submitting the application. Further details will be provided at time of launch.
- Details of Bulk Operations functionality and Forced NMTO functionality will be issued in due course via the Release Notes.