

Contact Us

Email: hep_services@slc.co.uk
Visit us online: www.heiinfo.slc.co.uk

HIGHER EDUCATION PROVIDER SERVICES

All HEP Services documentation, bulletins, user guides, quick guides, FAQs and service definitions can be found on either the HEP Services website or within the HE Portal.

Guidance Documents

This centralised location within our website holds a number of useful resources such as user guides, quick guides, FAQs, Service Definitions and eLearning material for the HE Portal.

<http://www.heiinfo.slc.co.uk/information-advice/hep-services-guidance-documents.aspx>

Service Pages

These website pages relate specifically to the services within the HE Portal. They hold separate pages for guidance and additional documents which have hints, tips and best practice advice for using the HE Portal.

<http://www.heiinfo.slc.co.uk/hep-services.aspx>

HE Portal Homepages

The service home pages within the HE Portal hold release notes, operational updates and information relating to each service. This is the only location where the Bursary Administration Service documentation is held as this service is by subscription only.

You can log onto the HE Portal from:

www.heiinfo.slc.co.uk

ENGAGEMENT

Partnership working is central to the delivery of the student finance service and SLC recognise the integral role played by Higher Education Providers. HEP Services engage with Providers in various different ways throughout the year.

Relationship Managers

Each region of the UK has a designated Relationship Manager. Their details can be found on the HEP Services website:

<http://www.heiinfo.slc.co.uk/engagement/regional-support.aspx>

Service Review Forums

Twice a year our Relationship Managers run Service Review Forums. These forums offer HE Providers a chance to receive updates on current and future services and to provide feedback to SLC. Further information on the Service Review Forum can be found on the HEP Services Website:

<http://www.heiinfo.slc.co.uk/engagement/service-review-forums.aspx>

Student Support Seminar

This Seminar delivers a complete assessment of how we work with you, our delivery partners, to develop and deliver services to students and Higher Education Providers. The Seminar provides a full and comprehensive range of workshop options, plenary briefings and informal discussion sessions. Information on the Student Support Seminar and previous years' content can be found on the HEP Services website:

<http://www.heiinfo.slc.co.uk/engagement/student-support-seminar.aspx>

HE Provider Seminar

This Seminar aims to provide delegates with comprehensive information relating to recent and future development services delivered by SLC to Higher Education Providers which support the delivery of the HE student finance systems. This seminar is aimed at student support managers and practitioners in Colleges, SCITTs and Alternative Providers who are responsible for the business to business interactions between SLC and the institution. Information of the HE Provider Seminar can be found on the HEP Services website:

<http://www.heiinfo.slc.co.uk/engagement/he-provider-seminar.aspx>

SLC Operations Services

Operations Services manage the day to day running of business to business systems. They also work with Higher Education Providers regarding operational queries and issues.

Should you have queries of a business operations nature, please contact Operations Services through the HEP Helpline telephone number and service specific email addresses as listed below:

*HEP Helpline	0300 100 0642
Courses Service	hep_services@slc.co.uk
Student Information Service	sis@slc.co.uk
Tuition Fee Payments	feepayments@slc.co.uk
Change of Circumstance	coc@slc.co.uk
Bursary Service	bursary@slc.co.uk
Financial Information Service	fis@slc.co.uk

***Opening hours: 09:00 to 17:30, Monday – Friday**, limited availability: 08:00 to 09:00. Please note to speak to the Help desk you must be set up as a registered contact for your HE Provider within the HE Portal.

Student Finance Advisers

Our team of regionally based Student Finance Advisers are here to support anyone working with potential students and their families. They can provide you with face-to-face training and support either in your own working environment or through key partner training events. The team can be contacted on: Student_Finance_Information_Team@slc.co.uk

Practitioners Helpline

The SFE & SFW Practitioner Helpline and email box is for detailed or complex regulatory advice. It is not an alternative to the Student Support Helpline.

SFE Practitioners Email	SSIN_queries@slc.co.uk
SFW Practitioners Email	SWFIN_queries@slc.co.uk
SFE & SFW Practitioners Helpline*	0300 100 0618

***Opening hours: 10.00 to 16:00, Monday to Friday**

The line can also be used by practitioners for particularly complex assessment enquiries. These were previously handled by the Advisor Line (0300 100 0607). If any call requires access to a customer's account, the student must be present, unless the caller has been given **Consent to Share**.