

3.1 Service Standards for HEPs (1)

Service / Process	Right First Time	Elapsed Time	Notes
Register of Eligible Courses -Public providers, non-franchised -SCITTS -Franchised	95% by end Jan 100% by end-June	85% by end-Jan 90% by 31st March 90% by end-Feb	Public Providers decisions completed by @15 th Jan SCITTS funding from LAs in March Take-up drives franchise decisions
Provision of Applicant Data	100% accuracy of data passed to SIS	99% approved applicants details posted to SIS within 24 hrs of approval	Initial measure, to be base-lined. Dependency on Processing
Verification of Study Programme & Notification of Changes	99 % accuracy	75% of course and fee CoCs within two weeks of course start-date. (this must precede a first term Attendance Confirmation)	Initial measure, to be base-lined. Most courses have a contract cool-off of two weeks, and initial fees and courses must have been agreed by 2 weeks.
Confirmation of start of study (Registration Confirmations)	99.5% accuracy.	80% registrations with 5 days of term start date. 99% registrations/Not Turned Up/ within 60 working days of term start date	

3.1 Service Standards for HEPs (2)

Service / Process	Right First Time	Elapsed Time	Notes
Attendance Confirmations	99% accuracy of attendance reports	85% by due date for earliest payment 98% return before 60 days from due date	
Cessation (withdrawals)	99% accuracy of attendances	80% of withdrawals reported within 60 days of effective date 95% of withdrawals notified to SLC within 7 days of the withdrawal decision being made	Reporting in Dec, March and June to avoid anomalous holiday influences This is not independently reported
Reassessments (by SLC)	99.5% accuracy of automatic reassessments 98% accuracy of manual assessments	70% within 20 working days at peak 95% within 30 working days at peak 95% within 20 working days off-peak	Peak period is Oct-Nov
Fee Payments (by SLC)	99.5% calculated fee payments due are made	99% of due payments are made by payment date	
HEP Enquiries (by SLC)	95% accuracy identified through quality checks	98% mail response within 10 days at peak, 4 days off peak. 95% of calls answered within 60 seconds, off-peak, 80% at peak	Peak is August-October