



Student Loans Company



Managing Higher Education Provider's Enquiries





Agenda

- Little bit about who we are
- Little bit about what we do
- How we have changed things
- What we want to do next
- What can we do for you?



About us

efficient
Knowledgeable
KeepOurPromises
Professional
SupportDesk
RightFirstTime
HappyToHelp
friendly helpful
supportive MultiSkilled



Student Loans Company



Partner Services Support Desk

Meet Bob



Operating hours:
09:00-17:30

Breaks:
10:30-11:00
12:30-13:30

Buzz sessions:
Tues & Thurs
09:30-10:00

Blended environment: eMails, calls, database

Monthly team meetings Quarterly team updates

Peak Processing



April, Sept, Oct, Nov



Our Goal

To be a one-stop-shop for our HE Providers by delivering an end-to-end service through a multi skilled team who are confident & competent in HE processes & products.



Working Together





Numbers & Trends

39876



COC; HDI, update
SSN ;
Fees;
Application status

14336



HEBSS:
Tuition Fees: Fee support eligibility
HEP Ser: CMS support & course confirmation
HEP Ref: Eligibility are/are not



Consent to Share

Partner Services Support Desk

- There is no CtS option on these lines
- Business to Business and Advanced Learner Loans lines, we can provide high level information to the HEP's/LP's
- If the query is student specific, the HEP/LP should call the Customer Contact Centre

Customer Contact Centre

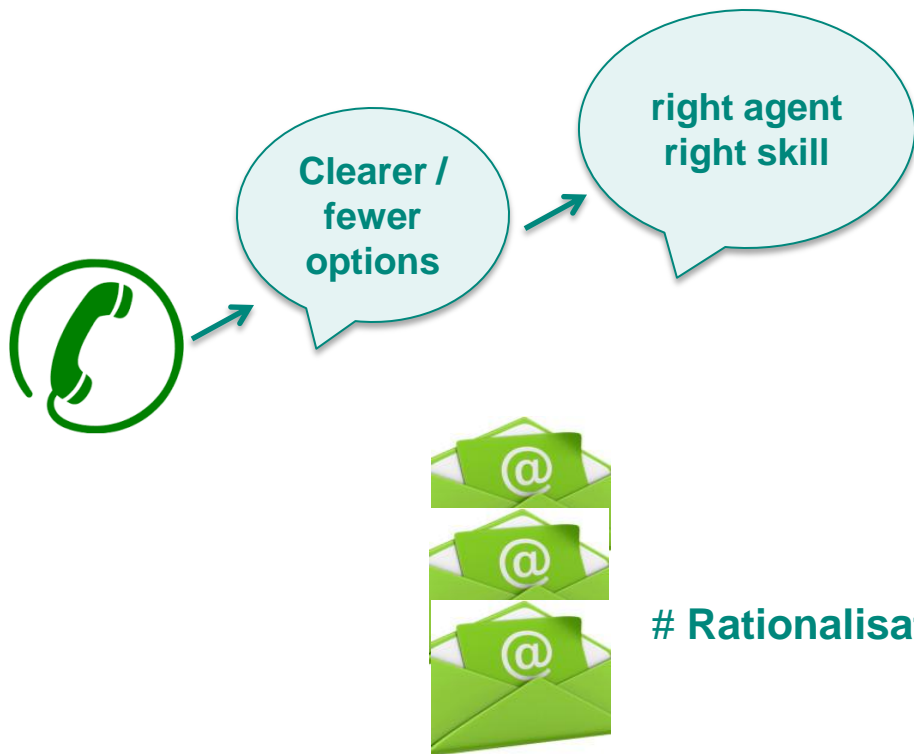
- Customer Specific queries
- CtS can be set up for a third party to access and discuss account
- Simplified CtS process for HEP/LP; 4 quick and easy questions

DSA Team

- DSA CtS is obtained from students on their DSA1 application form or via a separate CtS form
- It relates only to sharing information regarding a student's DSA application
- 3 options for CtS: Disability Service at HEP/LP, DSA Needs Assessor & DSA Suppliers
- The DSA team can be contacted by third parties by email and over the phone:
Contact number: 01325 215 194 Email: disability_adviser@slc.co.uk



Continuous Improvement



A green checkmark inside a white circle, with a green banner that says "YES!" in white text.	Compliance
A green checkmark inside a white circle, with a green banner that says "YES!" in white text.	Quality Accuracy Audit

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