Advanced Learner Loan

Learning Provider Portal Training Events 2018

SLC
Student Loans Company

Advanced Learner Loan

Register and book your place now!

Registration is now open for the Learning Provider Portal Training Events. Our training events offer an opportunity to receive training on business to business processes and the Learning Provider Portal (LP Portal) with a specific focus on the administration of loans, financial reporting and the LP Portal functionality. The purpose of the event is to deliver necessary LP Portal training that is deemed vital to the basic administration of loans.

Who should attend

The events are designed for new Learning Providers working with the Student Loans Company, new members of staff at an existing provider, staff who are new to an Advanced Learner Loan role or anyone requiring a refresher.

Training Content

This training will cover an overview of the end-to-end learner journey and provide you with the knowledge you need to optimise service performance.

- An overview of the roles and responsibilities of SLC and a Learning Provider partnership

- Understanding the learner eligibility rules and the application process

- Learner search facilities, exporting and interpreting data to better support learners with incomplete applications

- Completion and importance of Change of Circumstances (CoCs)

- When and how to complete Attendance Confirmations

- Processing timely Withdrawals/Suspensions and the subsequent impact on a Learner and Learning Provider

- Overview of high-level repayment process and the Learning Provider actions required to avoid overpayment

- Financial reporting functionality and how this can be integrated into your business practices, and the monitoring of your loan allocation

- SLC Service Standards and how to achieve high performance

The training sessions will include interactive exercises, Q&A opportunity and additional time for 1-2-1 queries.

The training session is expected to run from 10am - 4pm.

Cost

The cost per delegate will be £110 + VAT.

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When and where are the events

06 November	Newcastle	Crowne Plaza Newcastle Hawthorn House, Forth St, Newcastle upon Tyne NE1 3S
07 November	Manchester	Macdonald Manchester Hotel London Rd, Manchester, M1 2PG
08 November	London	SLC/OfS Office 2nd Floor, Finlaison House, 15 – 17 Furnival Street, London, EC4A 1AB
20 November	Nottingham	Jurys Inn Nottingham Station St, Nottingham NG2 3BJ
22 November	London	SLC/OfS Office 2nd Floor, Finlaison House, 15 – 17 Furnival Street, London, EC4A 1AB
27 November	Birmingham	Crowne Plaza Birmingham City Centre Central Square, Holliday Street, Birmingham B1 1HH

Closing dates for registration

Location	Training event date	Closing date for registration
Newcastle	06 November 2018	30 October 2018
Manchester	07 November 2018	30 October 2018
London	08 November 2018	30 October 2018
Nottingham	20 November 2018	12 November 2018
London	22 November 2018	12 November 2018
Birmingham	27 November 2018	19 November 2018

How to book your place

Please register via our events registration website: www.events-slc.co.uk.

Registration is limited to 18 people per training session and places are confirmed on a first-come first-served basis. All registration forms must be completed using our online registration website; we cannot accept any bookings over the phone, or via email.

PLEASE NOTE: You **must** provide the correct purchase order number on your booking form as not doing so will result in a delay in SLC receiving payment for your attendance. SLC reserve the right to cancel your booking if your invoice is not paid 30 days from the invoice date or 7 days prior to the event, whichever is soonest.

What happens next?

Once registered you will be sent an automated email confirming your registration and the details submitted. To ensure this doesn't get blocked, or sent to your junk mail please ensure you save **events@speak.co.uk** as a safe email address in your settings.

Contact us

If you have any questions, please do not hesitate to get in touch using the contact details below.

Email **events@slc.co.uk**

Telephone **+44 (0) 141 306 2154**

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Agenda

09:30   Registration & refreshments

10:00   Training session
- An overview of the roles and responsibilities of SLC, Learning Providers, ESFA and DfE in the delivery of Advanced Learner Loans
- Understanding the learner eligibility requirements and the application process
- High-level overview of the repayment process and the Learning Provider actions required to avoid overpayment
- SLC Service Standards and how to achieve high performance

Learning Provider Portal
- Understanding user roles and contacts
- Learner search facilities, exporting and interpreting data to better support learners with incomplete applications and tracking applications
- Submission of Pre Liability change of circumstances

12:30   Lunch

13:15   Learning Provider Portal continued
- When and how to complete Attendance Confirmations
- Processing timely Withdrawals/Suspensions and the subsequent impact on a Learner and Learning Provider
- Overview of high-level repayment process and the Learning Provider actions required to avoid overpayment
- Financial reporting functionality and how this can be integrated into your business practices, and the monitoring of your loan allocation
- SLC engagement, support and contact information for effective, collaborative working

15:30   LP Portal Surgery for 1-2-1 queries

16:00   Close

Please Note:
To make the most of this training session, it would be advantageous for delegates to attend with an LP Portal user login. User access to the LP Portal should include Learner Search, Change of Circumstances, Withdrawals, Suspensions and Attendance Confirmation functionality. Access to Financial Reporting functionality is also recommended (even if only on a temporary basis for the benefit of this training session).