

Student Loans Company Transformation –
Will we realise the benefits?

SROC – University of York - March 2015

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Student Records and Fees Manager

SLC Stakeholders Operations Group

SLC Transformation Project - Vision

Why Transform?

- Digital Service
- Customer Focused
- Centre Of Excellence

Transformation Approach

SLC Systems

- Consultancy Driven
- Agile Delivery
- Increase Complexity Each Build
- Increase Customer Base

SLC Organisation

- Organisation Change – Service Aligned
- Business Implementation
- Culture & Capability
- Process

Key Notes and Datelines

- Contract Signed February 2014
- Multi-Million Pound endorsed by BIS
- Implementation from Spring 2014
- Completion date 2018

Benefits Realised

- Verification of Household Income
- Automated Childcare Calculations
- HEI Course Database – Wait !!!
- Streamlined Application for customers
- Streamlined Notification Letters

All above target in timelines and efficiency savings!

Benefits Due

- Postgraduate Loans 2016/17
- FE Loans Expansion 2016/17
- Disabled Students Allowances 2017/18
- Grants for Dependants 2017/18
- Repayments Portal 2017/18
- All SIS applications by 2017/18 Completed

HEI Course Database

- Large Input for this time?
- Easy to administer?
- Legacy Systems still an issue!
- 2015/16 Will give us the answers

SROC Representation

- Represent SROC Monthly
- Past Issues on Communication
- Communicate To Group – Best Practice
- Escalation of Issues
- Notes of updates
- What do you want?

Questions and Answers

