

## 24+ Advanced Learning Loan Application “Do’s and Don’ts”

### Overview

Using feedback and frequently asked questions SLC have come up with a few “Do’s and Don’ts” when applying for a 24+ Advanced Learning Loan.

These will hopefully help learners through the entire application process.

### Do’s

#### **Do – Complete all of the Personal Details’ on the application form**

If the personal profile section is incomplete or not legible, we may not be able to create an account for the customer. This could lead to us issuing a new application form to the customer to complete, causing a delay in their application becoming processed.

#### **Do – Provide CRNs when available**

If the customer has a previous account with SLC, they should provide their Customer Reference number so we can update their existing account. This is due to some of the background checks that are completed by our internal systems for NINO validation and Previous Loans. Duplicate accounts are highlighted to us and applications that are approved on Duplicate accounts will not be paid until the issue has been resolved and the application is transferred to the customer’s correct account.

#### **Do – Provide us with your National Insurance Number**

It is essential that customers provide a NINO as payments may not be released until the customers NINO has been validated even if the application is approved.

#### **Do – Complete the contact details section**

If there are minor issues with application forms (i.e. something needs confirming) then we can contact the customer through e-mail or telephone rather than standard post. Also if the customer has a previous account with SLC any telephone numbers and e-mail address that we hold on file may be outdated. It is also essential that a customer provides us with their most up to date home address as this is where any correspondence will be sent to.

#### **Do – Complete the residence section**

The residence section needs to be completed if you are United Kingdom National and/or you have lived outside the UK 3 years prior to the start of your course. The residence section is one of the Key factors in determining a customer’s eligibility for 24+ Funding. If this section is incomplete or incorrectly completed then this could lead to delays in the customer’s application being processed or even to the customer becoming ineligible for funding.

#### **Do – Answer Question 2.1.2 – In the 3 years prior to the start of the course, did you live outside of the UK and Islands at any time?**

If the customer has lived outside of the UK and islands within the 3 years prior to the start of their course they must provide residence history for the full period. If this information is incomplete then SLC will not be able to progress the customers application and more information will be requested. If the customer has lived outside of the UK they need to provide evidence of why they were living outside of the UK (i.e. Proof of temporary absence)

### **Do – Declare Previous Loans**

Customers must ensure that they complete the previous support section as this is a key factor in helping to determine a customer's eligibility for 24+ funding. If a customer incorrectly identifies their previous loans history with SLC then they will be automatically made ineligible through our internal systems. If the section is incomplete then we will re-request this before the application can be progressed.

### **Do – Provide your UK Provider Reference Number**

You should provide the College or Training organization's details and if possible you should always provide your UK PRN as this enables our internal systems to link the application to the learning provider, once this has been entered and the application has been assessed then the application will show up on the Learning Provider Portal against the respective provider.

### **Do – Complete your course details in full**

You should provide your course name and Course code so that the course can be linked to your learning provider. We also need full start and end dates so DD/MM/YYYY, if vague start and end dates are provided i.e. 09/2014 – our system will not recognize this and will issued correspondence to the customer to confirm their start and/or end dates. This will cause a delay in the customer's application being processed. This information can be found on your Learner Notification Letter from your Learning Provider.

### **Do – Complete the Loan Request Section Accurately**

This section is where you state the amount of loan that you require, even if it is visible to our staff that the Loan Request amount and the tuition fee for the course provided are different figures we will input whatever the customer provides us with. If this figure is lower than the Tuition fee then we will assume that the difference is being paid by the customer or through other means, if this figure is higher than the tuition fee then our systems will automatically cap the assessment at the maximum funding amount.

### **Do – Complete your declaration in full**

If your declaration is not completed or partially completed then your application cannot move to approved. A new declaration will be issued to the customer which can cause delays in processing times.

### **Do – Remember to send in your ID if you have not provided UK PPD on the application form**

The type of ID required will depend on your status if unsure please contact our contact centre to confirm what documentation is acceptable.

## **Don'ts**

### **Don't – Complete the UK Passport Details section if your passport is out of date or is not a UK passport**

If your passport is out of date when our systems complete a validation check this will return as expired, the system will then re-request an alternative form of ID. If the customer does not have a UK Passport then we cannot run these details through our internal systems for validation the customer needs to supply SLC with Original ID such as an Original Passport / Identity document that is not of UK origin or a UK Birth Certificate with a complete Identity Declaration Form.

### **Don't - Forget to fill in all sections for your Loan Request Contacts.**

If certain information is missing such (i.e. relationship to customer) then we will not be able to accept your Loan Request contacts.

### **Don't – Complete the wrong application form**

If your course is eligible for 24+ funding ensure that you either complete the correct application form. If a customer completes an application form for another SLC product – Full time Higher Education, Part Time Higher Education, Disabled Students Allowance, Student Finance Wales or Northern Ireland Applications forms then we cannot transfer this data over to a 24+ account, the customer will be sent a new application form to complete, this will cause delays in processing.

### **Don't – Worry if you don't hear anything straight away**

24+ Advanced Learning Loans has a 20 day SLA so it could take this period of time to process your application, you should contact SLC if you have concerns after this period and you have not had any correspondence from us.

## More Hints and Tips

- Don't call SLC to ask whether a course is funded, your provider can help you with that
- Try to ask the right question when calling the contact centre, tell them you are applying for a 24+ loan first so they can give the right advice
- Apply for the correct product, it's the purple one when your online

Student finance account Logout

This service has been redesigned — your [feedback](#) will help us improve it.

studentfinanceengland Your details Payments Correspondence

CRN: 8027472652

### Hayley Pauline's account

[My Account](#) > [Apply for student finance](#)

#### What type of student finance do you want to apply for?

**Higher education**  
I'm going to be studying for a Degree, Higher National Diploma (HND), Higher National Certificate (HNC) or another higher education course.

**Further education**  
I'm going to be studying A levels, or a Level 3 or 4 Certificate or Diploma, **and** I'll be 24 or older when my course starts

[Go to your account](#)

Your details  
[Update profile](#)  
[Update security details](#)

Payments  
[Update bank details](#)  
[View payments](#)  
[View repayments](#)

Correspondence  
[View letters/emails](#)

- Apply before the course end date
- Be honest about bad debt or arrears, you can be made ineligible for having the incorrect information on your form
- Understand what residency evidence and information is required of you and if in doubt call up
- As soon as you apply online print off your Online Declaration, sign and send back to SLC
- If you have an online application don't use a Paper Form Declaration
- Read the Birth Certificate form thoroughly as some retirees are not approved counter signatories
- Remember if you apply online then your next letter reminding you to send in evidence will not be sent out for 21 days
- SLC only send out 2 – 3 reminder letters
- Send in original evidence when asked and copied when asked. SLC will stipulate which we need, usually it's originals
- Due to turn around times we can take upto 6 weeks to look at evidence so don't send in your original passport just before you go on holiday
- Any repayment questions can usually be answered on our repayments website