

Student Loans Company (SLC) FAQs

SLC Application

Which Academic year do I need to submit my application?

- As you are due to start a course in September 2020 you will need to submit an 20/21 application if you wish to apply for SLC funding for the first year of your course.

I completed my original application for a different University, what should I do?

- Students can change the University on their application themselves, up to the start date of their chosen course by logging into their online SLC account, selecting 'change your application` and submitting the change. After the start date of the course please let BPP know if you have completed your application for a different University, as BPP will need to submit an Electronic Task to inform SLC of your course and fee details so that funding can be assigned to BPP. **please see contact details below*

I have checked my details on my SLC account and my Campus location is different to the one I am attending, will that make a difference?

- Yes, your course location must be the same as the location your course is taking place, again you can change the course location yourself as per above on your online account.

I have checked my details on my SLC account and it states my course is due to start in January/May etc, will that make a difference?

- Yes, your course details must match up to a September start course in order for you to receive any maintenance and/or tuition fee payments (Undergraduate students) or your postgraduate loan payment (Postgraduate students) for your first academic year. If your course is not linked to the September intake please contact BPP in order for us to submit an Electronic Task to correct this.

I have checked my details on my SLC account and my mode of study (Full Time/Part Time) is incorrect, will that make a difference?

- Yes, your mode of study must be correct for BPP to be able to confirm your attendance to release your funding. For Undergraduate students BPP cannot make this amendment and you will be required to submit the correct Full Time/Part Time application to SLC to correct this. For Postgraduate students, BPP will not be able to confirm your attendance under the incorrect mode as this directly links to how your loan amount is calculated/capped, therefore you can make the amendment yourself on your Online account or BPP can correct this via an Electronic Task.

My name or date of birth on my SLC application do not match my passport, will this make a difference?

- Yes, your name and date of birth on your SLC application must match your passport **exactly**. If you have noticed there is an error in your name or date of birth, please contact SLC directly to get your details corrected within their records.

Attendance Confirmation

When will my attendance be confirmed?

Undergraduate Students:

- As soon as you have registered onto your course, BPP will start to confirm student's attendance automatically through the Student Loans Company (SLC) portal. We aim to confirm attendance within 48 (working) hours of your registration. Those students receiving maintenance funding will receive email confirmation from us on the same day that their attendance is confirmed.

Postgraduate Students:

- As soon as you have registered onto your course, BPP will start to confirm student's attendance automatically through the Student Loans Company (SLC) portal. We aim to confirm attendance within 48 (working) hours of your registration to release your postgraduate loan funds. You will receive email confirmation from us on the same day it has been done.

My attendance has not been confirmed, why is this?

- If your name and date of birth details on the SLC portal do not match BPP's records/your passport. You will receive an email from us if we cannot confirm your attendance for this reason.
- If your course details on the SLC portal do not match the course details that you are registered on, then we cannot confirm attendance until the details are correct. This could be due to a number of reasons such as campus location is incorrect, length of study is wrong, intake month is incorrect, course name is incorrect and so forth. BPP will automatically submit an Electronic Task to correct the course details and also email you to advise that we have been unable to confirm your attendance and the reason why.
- Additionally we cannot confirm attendance until your details appear on the SLC portal with an Approved funding application. There are a number of reasons why a student may not show on the SLC portal yet:
 - SLC application is still being processed and is not yet fully approved.
 - Application has been put on hold while SLC await further evidence/documents from you.
 - The declaration has not yet been returned or received yet by SLC.
 - The Electronic Task submitted by BPP to inform SLC that you are due to study at BPP (not the University on original application) has not yet been processed by SLC.
 - You have not yet submitted a funding application.

Changes through Online Account

How long does it take SLC to process the change I have submitted?

- If a student makes a change to their application SLC will need to re-assess the application. Most changes take at least 6 weeks to process, however some changes will be processed within 48 hours. Students can check their online account for updates.

How will I know the change has been processed?

- Students will need to check their online account to see if the change has been updated, SLC may also contact students by post once the change has been approved.

Electronic Task

What is an Electronic Task?

- An Electronic Task is an electronic notification that BPP submit through the SLC portal in order to correct student's course details or inform SLC of any changes to your course while you are a student at BPP.

How long does it take SLC to process the Electronic Task they receive?

- Once BPP submit the Electronic Task it takes 24 hours for the Electronic Task to appear on SLC's system, it can then take SLC up to 4 weeks (rising to 6 weeks in peak periods) to process any Electronic Task they receive. If you require an update on the progress of any Electronic Task submitted by BPP please contact SLC directly.

Contact Details

If you have any Student Loans Company questions or require any Electronic Task submitting please contact us at slcqueries@bpp.com or via the student query form on the VLE [here](#).