



Education with the personal touch

HEI – SLC Viewpoint

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Issues

Course Database

OFFA Institutional Caps
Direct Entries

Combined Worklist

Exceptions not Uploaded
Files not processed

Registration and Attendance Confirmations

Files not processed
Course issues
Multiple CoC's
Institutional Cap

Change of Circumstances

Unclear Guidance
SSAR Files not delivering institutional fee, but programme fee
Long turnarounds on complex cases

SLC – HEI sector concerns

Lack of advice to sector 17th September 2012

Clarity around processes from SLC/SFE

Guidance varies within SLC/SFE

Poor reporting Data

Long Turnaround Times on complex cases

Workload Rationale

From 2005 to Current Year – How much bigger is it?

SLC Ledger in Monetary Terms - 9

Students – 2.5

Fee variants - 4

Cohorts – 2

Attendance Returns – 3

Change of Circumstances - 12

Positives

Course Database easy to administer

Individual processing allowed

Simple CoC's are turned around quickly

Errors can be rectified

Individual SIS information page is excellent

HEI Accountability

Aware of failings in the processes

Be proactive rather than reactive

Speak to the SLC/SFE

Look at your processes

Way Forward

Improved dialogue between SLC and the sector

Communicate issues immediately

Engage with the SLC/SFE

HEI sector involvement in Testing

Enhancements

Do we want ?

Individual Local Authorities back ?

Abolition of a centralised system ?

Not being able to view data electronically ?

Non-communication between the SLC and HEI's ?

Less control of our business processes ?

Difficult Climate

Students Demographic is changing

HEIs are changing

SLC is changing

Government keeps changing

HAVE TO GET IT RIGHT FOR THE CUSTOMER

Thank you!