

Dear Colleague

It is a little while since I sent a personal email to everyone, as much of the recent communication has been issued by our corporate Stakeholder Services

Team. I trust you have all been receiving the periodic Stakeholder & Partner Bulletin; please let me know if you have not.

Before the term ends, I wanted to write to thank everyone who has worked with students applying for student finance for the coming 2011/12 academic year.

Your support and encouragement to students is much appreciated and has helped to keep applications flowing well.

Post-application Changes for 2011/12

Just a quick reminder, students who need to make changes to their applications once they have been approved can do this by accessing their online student finance account using their customer reference number, password and secret answer. Telling us about a change of course after examination results, new bank details, new address or other contact details etc. can all be done through the student's online account.

The demonstration account available to download from the Practitioners' website has screen shots depicting the key screens students need to use and can be

downloaded from here: -

http://practitioners.studentfinanceengland.co.uk/portal/page?_pageid=133,4210364&_dad=portal&_schema=PORTAL#mockup

Proposed Policy Changes for 2012/13 Academic Year

Many of you have started to prepare September 2012 HE entrants for the UCAS and student finance application process. From the briefing sessions I have been running across the Region there is a lot of interest in the Government's proposals. Whilst much of the information is in place, some crucial details and the all important Parliamentary approval of the 2011 Education Bill and the annual student finance regulations still needs to be in place before we are able to update our practitioner resources for 2012/13.

However, a couple of fact sheets and a question and answer document are available on the Department for Business Innovation and Skills (BIS) website at the

following address: -

<http://www.bis.gov.uk/studentfinance>

There is also a recently launched website aimed at future students at the following address: -

<http://yourfuture.direct.gov.uk/>

Keep in Touch

I know that roles change, so if you have received this email but are no longer involved in providing information about HE student finance please let me know and I can remove you from the circulation. More importantly, if any of your colleagues wish to receive email updates ask them to get in touch and I can add them to my contact list.

If you are planning any staff development activities and would like me to attend to provide a briefing to members of staff, please get in touch. I would be happy to attend if I am available.

Thanks once again for your support.

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