WGLG FE service standards

Service standards for further education providers

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| **Service measure** | **Standard** | **Time to complete** |
| WGLG FE Learning Agreement confirmations | 100% within an average of 10 working days of an approved application. | From their approval date or the term start date (defined by the Student Loans Company), whichever is later. |
| Attendance confirmations | 100% of attendance confirmations in December, March and June.  50% of attendance confirmations in October, February and May | Zero nil returns. |
| Notice of changes | 100% within 10 working days from when the change occurred. | Retrospective check 1 month. |
| Removals (outstanding WGLG FE Learning Agreements) | 100% within 10 working days of approved application. | New students: If not returning, to be removed within an average of 10 working days from the date of approval.  Returning students: If not returning, to be removed within an average of 10 working days from the first week of the term start date. |
| Withdrawals | 100% within 30 working days. | Retrospective check 1 month. |

Service standards for the Student Loans Company

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| **Service measure** | **Standard** | **Time to complete** |
| Application processing  Notice of entitlement | Assessment of applications and a notice of entitlement issued upon receipt of a completed application. | 90% within 14 days and 100% within 21 days during peak periods.  100% within 7 days during off-peak periods. |
| Student Loans Company to make fortnightly payments to students | Student Loans Company to make payments 2 weeks in arrears on the Monday of each week, with the exception of seasonal holiday periods. | 96% per academic year. |
| Further education provider enquiries to the WGLG FE Customer Services team | 95% accuracy identified through the quality checks. | 98% email response within 10 days during peak periods and within 4 days during off-peak periods.  80% of phone calls to be answered within 180 seconds during peak periods. Rate of abandoned calls lower than 10%.  90% of phone calls to be answered within 120 seconds during off-peak periods. Rate of abandoned calls lower than 5%. |