EMA Wales service standards

Service standards for further education providers

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| **Service measure** | **Standard** | **Time to complete** |
| EMA 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 weekly. | Zero nil returns. |
| Attendance confirmations | 99% accuracy for all Learning Centre Portal allocations. | The measure is based upon the number of times confirmations have been changed from ‘in attendance’ to ‘not in attendance’ due to overpayments.  Encouraged to confirm ‘not in attendance’ if not all information available and retrospectively confirm ‘in attendance’. |
| Removals (outstanding EMA 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. |

Service standards for the Student Loan 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 EMA 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%. |