



Student Loans Company

Partner Contact Directory

SLC Area	Phone	Contact Hours	Email	Query Type
Partner Services				
Partners Support Desk HEP Services	0300 100 0642	Mon-Thurs 9am to 5:30pm Fri 9am to 5pm	hep_services@slc.co.uk	Point of contact for Higher Education Providers with queries regarding the Courses Management Service (CMS), Student Information Service (SIS), tuition fee payments, change of circumstances or student or partner specific issues.
Account Management HEP Services	Regional Contact		Regional Contact	Higher Education Provider Account Managers providing guidance and best practice, performance and monitoring, an escalation point for HEPs and system enhancement information.
Partners Support Desk Learning Provider Services	0300 100 0643	Mon-Thurs 9am to 5:30pm Fri 9am to 5pm	lpsservices@slc.co.uk	Point of contact for Learning Providers regarding Advanced Learner Loan operational queries such as individual learner issues, application processing, user admin, payments and system issues.
Account Management Learning Provider Services	Regional Contact		Regional Contact	Further Education Provider Account Managers providing guidance and best practice, performance and monitoring, an escalation point for Learning Providers and system enhancement information.
Learning Centre Services (EMA/WGLG)			fe_services_enquiries@slc.co.uk	Point of contact for Learning Centres regarding the Education Maintenance Allowance (EMA) and Welsh Government Learning Grant (WGLG) services, including general guidance, best practice and future developments on the Learning Centre Portal or other admin processes.
Account Management Learning Centre Services	07827 449 279	Mon-Fri 9am to 5:30pm	steve_brown@slc.co.uk	Learning Centre Account Manager for the Education Maintenance Allowance (EMA) and Welsh Government Learning Grant (WGLG) services regarding general guidance, best practice and future developments on the Learning Centre Portal or other admin processes.
Partners Support Desk SFE Regulatory Queries	0300 100 0618	Mon-Fri 10am to 4pm	ssin_queries@slc.co.uk	Detailed information about Student Finance England policy, regulations or for help with more complex assessment, eligibility or circumstantial questions. This communication channel is not intended for student specific queries.
Partners Support Desk SFW Regulatory Queries	0300 100 0618	Mon-Fri 10am to 4pm	sfwin_queries@slc.co.uk	Detailed information about Student Finance Wales policy, regulations or for help with more complex assessment, eligibility or circumstantial questions. This communication channel is not intended for student specific queries.
Funding Information Services	Regional Contact		fundinginformationpartners@slc.co.uk	Enquiries from partners who communicate student finance information, covering materials, resources and support, covering Student Finance England, Student Finance Wales and Advanced Learner Loans.
Partner Services			partner_services@slc.co.uk	Enquiries regarding stakeholder and partner engagement including Forum and working groups. Raising of systemic issues affecting students or partners.
Events	0141 306 2154	Mon-Fri 9am to 5:30pm	events@slc.co.uk	Enquiries and requests regarding SLC partner events.
Bursaries Administration Service	0300 100 0642	Mon-Thurs 9am to 5:30pm Fri 9am to 5pm	bursary@slc.co.uk	Point of contact to assist HE Providers in administering Bursary, Scholarship and Fee Waiver entitlements.
Higher Education Provider Referrals			HEP_referrals@slc.co.uk	Point of contact for education providers to advise SLC of the eligibility status of their students.



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Student Finance England Disabled Student Allowances:				
SFE Disability Advisers	01325 215194	Mon-Fri 9:30am to 4:30pm	disability_adviser@slc.co.uk	Contact mailbox for Disability Advisers with queries regarding DSA applications, evidence and DSA student specific issues.
SFE DSA Invoice Team	01325 215194	Mon-Fri 9:30am to 4:30pm	invoice_team@slc.co.uk	Mailbox for invoice queries and replies to further information requests. Not intended for invoice submission as this should be via postal address and/or invoice system.
SFE Access Centre	01325 215194	Mon-Fri 9:30am to 4:30pm	access_centre@slc.co.uk	Queries from Needs Assessment Centres regarding eligibility and/or additional assessment recommendations.
SFE Needs Assessment Reports	01325 215194	Mon-Fri 9:30am to 4:30pm	needs_assessment_reports@slc.co.uk	Mailbox for submission of encrypted needs assessment reports only.
Student Finance Wales Disabled Student Allowances:				
SFW Disability Advisers	0300 100 0602	Mon-Fri 9am to 3pm	sfw_disability_adviser@slc.co.uk	Contact mailbox for Disability Advisers with queries regarding DSA applications, evidence and DSA student specific issues.
SFW DSA Invoice Team	0300 100 0602	Mon-Fri 9am to 3pm	sfw_invoice_team@slc.co.uk	Mailbox for invoice queries and replies to further information requests. Not intended for invoice submission as this should be via postal address and/or invoice system.
SFW Access Centre	0300 100 0602	Mon-Fri 9am to 3pm	sfw_access_centre@slc.co.uk	Queries from Needs Assessment Centres regarding eligibility and/or additional assessment recommendations.
SFW Needs Assessment Reports	0300 100 0602	Mon-Fri 9am to 3pm	sfw_needs_assessment_reports@slc.co.uk	Mailbox for submission of encrypted needs assessment reports only.
Other:				
Security			phishing@slc.co.uk	To raise any communications that are considered suspicious or fraudulent.