



V. O. Work Instructions 32

Repayment – Verification Operations

Acceptable Documentation for New Version of OVFA Forms

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V0.1

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Scope

Introduction

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Work Instructions

We will be able to process an application if acceptable documentary evidence is received from the customer or a 3rd party, without an OVFA Form. i.e. **OVFA form does not have to be received.**

Handwritten evidence is not acceptable unless from countries where teaching contracts/payslips are known to be typically handwritten ie; Hong Kong, China etc.

Employed

- Copies of last three months payslips.
- Copy of employment contract if recently employed - dated within last 6 months. Contract must be signed.

Please note the following where a contract of employment has been provided;-

Where there is an employment start date in the future and there is already a leaving date on CLASS, the adviser will update the notepad that “the overseas assessment will be processed on xx/xx/xx due to future dated contract.” The adviser will also make a calendar note to go back and review the customer’s account again via Taskspace and process as normal.

Where there is an employment start date in the future and no leaving date has been already entered onto CLASS, the adviser will input a leaving date on CLASS which matches the employment start date on the contract.

- Foreign P60’s - states customer’s gross annual income for a 12 month period. This must be dated within 3 months of the tax year end for the country of residence.

If it is not clear that the income covers a 12 month period as there are no dates on the P60, it should then be deemed incomplete and the customer should send in their last 3 months payslips.

If customer is not recently employed they should be able to provide their last three months pay slips.

Casual Workers – Where a customer has indicated that they are a casual worker and have not provided 3 months evidence (as per the SLC Acceptable Evidence Criteria), but have provided copies of payslip and bank statements covering the last 3 months or a cover note explaining their situation, then an Overseas Assessment should be created. (Refer to KB #4040).

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In Year Re-Assessment - If a customer was scheduled as employed and then sends in an additional OVFA advising that they have left employment, we will require a termination letter. If they cannot provide this, then a current bank statement to show that salary is no longer being paid in must be provided.

If a customer has just recently begun employment and has provided all the evidence that they could, then this can be accepted.

Self Employed

- A copy of their most recent financial accounts confirming **net** annual income (invoices are not acceptable evidence).
- A letter from customer's accountant confirming **net** annual income.

If the customer is in their first year of Self-employment and they don't have any of the evidence above we can accept:

- Copy of bank statement/s dated within the last three months. The bank statements must show the customer's name and the funds they are living from.
- TPS- The third party declaration must be fully completed by the third party and must be dated. The person who is providing the TPS may send evidence showing the amounts they provide/amounts being credited to the customer's bank account but if the TPS declaration is complete and no evidence is provided then this is sufficient on its own.

(If the TPS declaration is not signed and dated but a TPS letter is provided which is signed and dated, then this is also acceptable.)

Not in employment

Receiving Government benefits:

- Confirmation of benefits to be dated within the last 12 months.

Supported by a third party (for example: parent, guardian or partner)

- The third party declaration must be fully completed by the third party and must be dated. The person who is providing the TPS may send evidence showing the amounts they provide/amounts being credited to the customer's bank account but if the TPS declaration is complete and no evidence provided this is sufficient on its own.

(If the TPS declaration is not signed and dated but a TPS letter is provided signed and dated, then this is also acceptable.)

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Supporting yourself from savings:

- Copy of customer's full bank statement showing transactions on the account. This is to ensure no overseas salary is being paid in. This must be dated within the last 3 months and show the customer's name and the funds they are living from.
- If the customer has not yet left or has been overseas for less than a month and provides only a bank statement which shows they have available funds whilst travelling this can be accepted. This must be dated within the last 3 months.

Please Note

If customer provides an ISA statement or other evidence of investments, it has to be clear that the customer is living from these savings. If transactions are visible on the account, this can be accepted- if not please refer this evidence to a TL.

Travelling:

- Copy of the customer's travel itinerary and copies of full bank statements dated within the last three months, showing transactions on the account. This is to ensure no overseas salary is being paid in. The bank statements must show the customer's name and the funds they are living from. If customer provides only a bank statement which shows they have available funds whilst travelling this can be accepted).
- If the customer is being supported by a third party – please refer to the **supported by a third party** section above.

Volunteering:

- A letter from the organisation dated within the last 12 months confirming the support they are providing.
- If the customer is being supported by a third party – please refer to the **supported by a third party** section above.

In further study:

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- A letter from the place of study confirming attendance/funding for the current academic year or a copy of student card providing it covers the relevant academic year.
- The third party declaration must be fully completed by the third party and must be dated. The person who is providing the TPS may send evidence showing the amounts they provide/amounts being credited to the customer's bank account. If the TPS declaration is completed and no other evidence provided then this is sufficient on its own.

(If the TPS declaration is not signed and dated but a TPS letter is provided signed and dated this is also acceptable.)

Additional Note:-

E –Signatures

If a form or document has been signed using an electronic signature instead of being signed by hand, then this can be accepted.