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# Partner Test Approach

## Change of Circumstance File Upload

<b>VERSION:</b>	1.0
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## 1. Revision History

Date	Version	Status	Editor/ Author	Comment
28/10/2009	0.1	Initial Draft	Jennifer Parker	
23/11/2009	1.0	Signed Off	Jennifer Parker	

## 2. Release History

Release Date	Version	Status	Comment
02/12/2009	1.0	Live	Initial version of the CoC Bulk Upload. Includes ability to upload an XML file containing Withdrawal and Fee Change CoCs

## 3. Terminology

Acronym/Term	Definition
SLC	Student Loans Company
HEI	Higher Education Institution, a body offering tertiary educational services
CoC	Change of Circumstance
SAAS	Student Awards Agency for Scotland
XML	Extensible Markup Language is a flexible way to create common information formats and share both the format and the data on the World Wide Web

## 4. Related Documents

Document Name	Document Type	Description	Location
CoC Bulk Upload Technical Specification	Technical Specification	This document contains details of the structure of the XML upload file used to submit up to 500 Fee and/or Withdrawal CoCs to SLC. It also details the process which should be followed to upload the file through the CoC system.	<a href="http://www.heinfo.slc.co.uk/he-services/change-of-circumstances.aspx">http://www.heinfo.slc.co.uk/he-services/change-of-circumstances.aspx</a>

## 5. Document Overview

### 5.1 Introduction

Under the current Change of Circumstance process HEIs complete a “Notification of Student’s Change of Circumstances” form and send this to the student’s respective Award Authority by either email or white mail. The form that the HEI completes is split into six sections which cover each respective category of Change of Circumstance. The categories are:

- Student who is withdrawing
- Student who is suspending
- Student who is resuming a course they were originally attending
- Student who is repeating a period of study
- Student who is transferring to a new course or HEI
- Updated information regarding course, year, Tuition Fee amount or Tuition Fee liability

On receipt of the change notified by the HEI, the Award Authority will re-assess and update the student’s information, send the student a notification and adjust payments accordingly if the student is approved.

The new process will utilise the HE Portal, allowing Change of Circumstance notifications to be created and submitted. Payments will be stopped for Withdrawal CoCs in real time when the CoC is submitted.

### 5.2 Purpose of document

This document provides information on the test system which will be made available by SLC for HEIs and their IT Suppliers to test the upload of the Change of Circumstances (CoC) XML File. This file permits the submission of Fee and Withdrawal CoCs through the Change of Circumstances system on the HE Portal.

For further details on the structure of the XML file and the process used to submit the file to SLC, please refer to the CoC Bulk Upload Technical Specification.

### 5.3 Intended Audience

This document is intended to be read by any system implementer who is testing a CoC file which will be submitted to SLC through the Change of Circumstances online system.

## 6. SLC Test Approach

The following phases of testing are conducted by SLC to ensure the operability of the file upload on SLC's systems:

### 6.1 Unit Testing

Unit tests are carried out by SLC's developers to validate not only individual units of source code in isolation but also when grouped together in larger groups of code.

### 6.2 System Testing

System tests are carried out by SLC's system test team. These testers are familiar with all existing HE Portal systems as well as any new functionality being introduced.

Testing is carried out on an environment which mirrors SLC's live environment using desktop machines to recreate the usage by HEIs.

### 6.3 End 2 End Testing

End to End testing is the process of testing business level products as they pass right through the systems ensuring that all aspects of the business process are supported, that the overall process flows as expected, that the system components integrate correctly and that the correct information is passed between the system components.

SLC will test that when a CoC is submitted by a user on the HE Portal CoC system, the relevant Award Authority is notified and that the student record can be updated accordingly and a reassessment is carried out where required.

This testing is carried out by the system testers from the SLC development teams involved in the development the Change of Circumstances components.

## 7. Partner Test System

SLC has a dedicated test version of the HE Portal which can be used by HEIs for external testing to ensure that the files produced by the HEI's systems meet SLC's requirements and format. This test system is also used by SLC's Learning and Development department for training purposes so access to this system is not exclusive.

The system can be accessed using the following URL:

<https://trainingsecure.heservices.slc.co.uk/pls/portal>

SLC will provide a list of customer details which have been set up on the test system for the HEI which can be used during the Partner Testing.

No live customer or institution details are held on or should be submitted to this system.

## 7.1 Partner Test Availability

The Partner Testing system is available between 09:00 and 17:30, Monday to Friday.

The environment may be accessible out with these times however; as no technical support will be available use should be avoided.

Occasionally SLC may need to take the environment offline between 09:00 and 17:30 to apply updates to the system. These releases are usually scheduled in advance and confirmation of any upcoming downtime can be provided by SLC on request.

## 7.2 Notification of Intention to Commence Testing

In order to ensure that the users have been set up and to confirm any scheduled system down time during the testing period, users should notify SLC at least two weeks before their schedule testing start date confirming the following details:

- The system being tested
- The forename and surname of all users required
- The proposed dates on which testing will be carried out
- contact details for further information if required

The details should be sent to [hei\\_services@slc.co.uk](mailto:hei_services@slc.co.uk)

Once the users have been set up as requested, SLC's Business Development team will create the users and add the HEI CoC Administration role to them. If any other roles are required the details of the roles should also be confirmed in the email.

SLC will then reply to the email to confirm the login details for each user.

## 8. Testing Scope

The CoC Bulk Upload contains functionality which will allow users:

- To submit Fee CoCs through the file upload
- To submit Withdrawal CoCs through the file upload
- To submit a mixture of Fee and Withdrawal CoCs in one file
- To submit a file which contains only Fee or Withdrawal CoC types

- To submit a minimum of one and maximum of 500 CoCs per file
- To submit a CoC for different academic years in one file
- To submit CoCs which will fail business rule validation (which can then be updated and submitted through the Portal screens)
- To view a summary of the submission results (as long as no format validation errors are encountered)

The decision of what areas of functionality should be tested rests with the individual HEIs or in the case where an HEI Technology Provider is carrying out testing, should be discussed and confirmed between the Technology Provider and the HEI.

## 9. Testing Support

### 9.1 1<sup>st</sup> Line Support

There can be a number of reasons why a test can fail and the HEI should seek to eliminate localised faults first by:

- Checking that the fault isn't due to user error – can the fault be re-created consistently?
- Checking that the data being used is valid
- Checking that the correct system process is being followed

### 9.2 2<sup>nd</sup> Line Support

If, after checking to ensure that there are no localised faults the error is still occurring the details should be sent to SLC for further investigation.

The details should be sent by email to [hei\\_services@slc.co.uk](mailto:hei_services@slc.co.uk) and should contain the following details:

- confirmation of the date and time on which the error occurred
- confirmation of the steps taken before the error occurred (to enable SLC to recreate the error and investigate further)
- details of the error – a screen print of the error
- a copy of the file being used when the error occurred
- contact details for further information if required
- confirmation of the impact that this defect is having on your testing – is this holding up all of your testing, can you carry on with other tests while this is



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investigated, it does not have any impact on your testing and business processes but should be resolved

On receipt of the details, SLC will raise the issue with the HEI support team and respond to confirm that it is being investigated.

In some cases, further information may be required to resolve the issue. If this is the case SLC will request this using the contact details included in the email.

SLC will endeavour to resolve each issue as soon as possible but if you feel that the issue needs to be escalated, please email [hei\\_services@slc.co.uk](mailto:hei_services@slc.co.uk) requesting this.

## Appendix A – Contact Details

All queries and requests should be emailed to [hei\\_services@slc.co.uk](mailto:hei_services@slc.co.uk).

The type of request or query should be detailed in the subject of the email. Below are suggested email subjects for the various query types:

Query/Request	Suggested Subject
Testing Notification	CoC File Upload Partner Testing Notification
Checking Service Availability	CoC File Upload Partner Testing – Services Unavailable
Reporting an Issue	CoC File Upload Partner Testing – Issue Found During Testing
Raising Priority of a Logged Issue	CoC File Upload Partner Testing – Raise Priority of Logged Issue
General Enquiries	CoC File Upload Partner Testing – General Enquiry

## Appendix B – Frequently Asked Questions

The following are answers to commonly asked questions which may be useful as you conduct your testing:

General Queries	
<b>Q</b>	I receive a general format error message which does not tell me exactly what is incorrect. How can I identify what the specific problem is?
<b>A</b>	<p>The following types of validation are included in the initial format validation: Authentication, Authorisation and Schema Validation.</p> <p>If a problem is found as a result of any of these validations then a general error will be returned. Please refer to the Bulk File Technical Specification for further details of the validations carried out.</p> <p>The file should be checked to ensure that:</p> <ul style="list-style-type: none"> <li>• The HEI code included in the XML file is the same HEI that you are currently administering in the CoC Portal screen</li> <li>• All mandatory opening and closing tags are present in the XML file</li> <li>• The format of the data entered for each field complies with the schema restrictions</li> <li>• If using the fullCourseIdentifierType, both the ucasCourseCode and the name should be completed</li> <li>• If using the partialCourseIdentifier Type either the ucasCourseCode or the name should be completed</li> <li>• Check that any of the fields included in the file do not include “&amp;”. This will result in an error being returned and should be replaced with “and”</li> </ul> <p>Independent XML parsing software packages are available which can validate the format of the file against the schema provided by SLC. These software packages cannot validate the file against the business rule validation but will ensure that</p>



	the format of the data is correct before submission.
<b>Q</b>	I get an error as soon as I click on the Bulk menu option in the CoC system saying that I need to create a CoC Contact. How do I resolve this?
<b>A</b>	Each HEI must have at least one CoC contact set up before any CoCs can be entered into the system. Contacts can be set up or maintained through the Maintain Contacts menu option from the HE Gateway homepage. The CoC contact can be either added onto an existing contact or a new contact can be set up and the CoC contact added.