



Student
Loans Company

Projects Training

HE Services

eLearning Catalogue



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Introduction

HE Services

There is a wide range of training material available for all HEIs. The training consists of interactive eLearning modules and User Guides, the material can be accessed at anytime via the HE Info site.

This eLearning Catalogue has been designed to provide information about HE Services and links to all the e-Learning material available.

The eLearning modules have been designed to be an interactive simulation of the HE Gateway system. Each scenario that is included in these modules is designed to demonstrate the functionality of the system and screens.

If you require further information or assistance regarding any of the services that is covered in this document please visit <http://www.heinfo.slc.co.uk/> or email hei_services@slc.co.uk

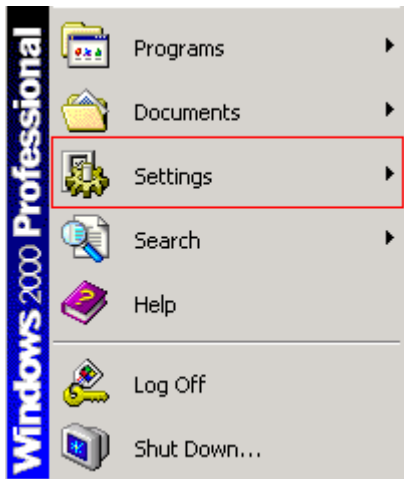
Resolution

All eLearning modules accessed through www.heinfo.slc.co.uk/training/ are best viewed through the resolution 1024 by 768 pixels.

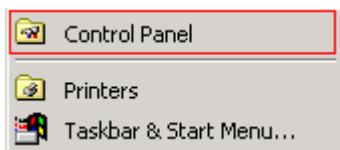
To ensure the resolution of your PC is correct, please check the following:

Changing Your Resolution:

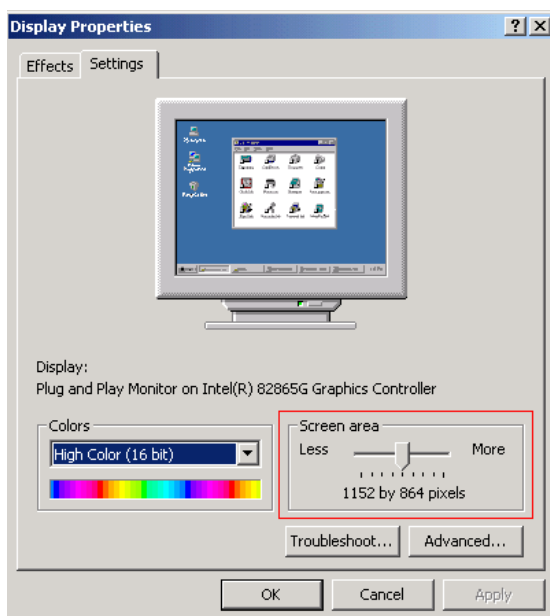
- 1) From the Start menu, select Settings:



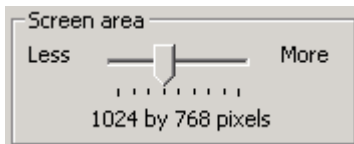
- 2) From the Settings option select the Control Panel.



- 3) Within the Control Panel folder select Display by double clicking on this icon. This gives you the option to change your display properties. The Screen area is the section that allows you to alter your screen resolution.



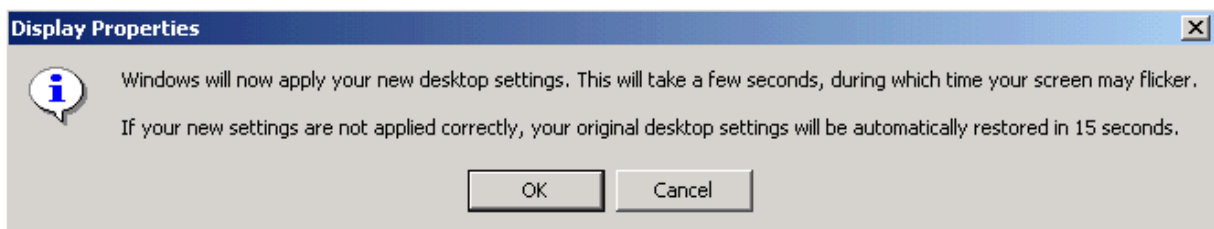
- 4) To complete the modules your resolution settings must be displayed at:



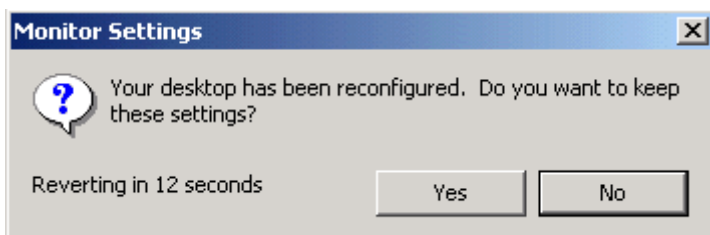
If your PC is not set at these settings, drag the pointer along the axis until it is at the correct resolution of 1024 by 768 pixels.

If you do not have your resolution set at 1024 by 768 pixels you may not be able to view the full screen and this may mean you are unable to complete the eLearning modules.

- 5) Once you have changed your screen resolution remember to click Apply to save your settings.
- 6) You will receive the following message asking you to confirm your new settings:



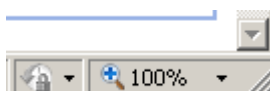
- 7) Click OK. The screen will go black and then you will receive a final confirmation asking you if you are sure you wish to change your settings:



If you click No or do not click anything your original settings will be restored, so make sure you click **Yes** to confirm within the 15 second time limit to save your new settings.

- 8) You are now ready to start your eLearning modules.

Alternatively you can use the Zoom functionality on your web browser to resize the screen if the modules are not displaying the full content. This is normally located on the bottom right of your web browser screen:



This action should only be taken once the modules have been launched.

What can I Expect from eLearning Modules?

The eLearning modules are all composed to ensure you have the correct knowledge on the subject that the module is covering. To assist your learning, the module may be interactive with quiz questions or simulations that you are asked to complete.

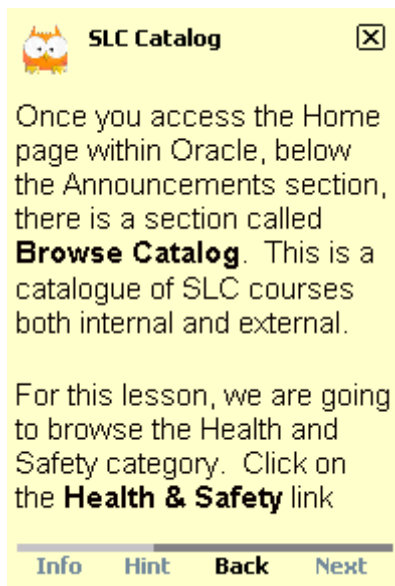
Simulations

The simulations in a module are designed to give you practice at entering information or interacting with the system in a safe training environment. The system will prompt you to enter the information it requires and gives you instructions on how to move around the screen shown.

The simulation requires you to follow the instructions that are given and if you complete these you are automatically moved onto the next page.

Player Control

When each module is viewed a Player Control window appears giving information and instructions as shown:



This is normally situated in the bottom right hand side of the screen but may move in order to show you different parts of the screen on display.

The top half of the Player Control contains information on the screen displayed and the bottom half issues instructions on what actions you have to take to progress your way through the module.

Within the Player Control box you will notice there are links at the bottom which include Info, Hint, Back and Next. These are discussed in turn overleaf.

Info

The Info button on the Player Control allows you to check the scores on how you are doing. These scores are for your reference only and are not held by the system. This button is not always enabled depending upon the module you are completing. If it is not enabled it will be greyed out.

Hint

If you are completing a simulation and want some assistance on how to complete a particular situation the Hint button gives you some further information on how to get through the section. This button is not always enabled depending upon the module you are completing. If it is not enabled it will be greyed out.

Back

The Back button takes you back to the previous page. This button is not always enabled depending upon the module you are completing. If it is not enabled it will be greyed out.


Next

The Next button takes you to the next page. However, this is only enabled if you are not asked to complete a task on the screen. If it is not enabled it will be greyed out.

Selecting a Course

To launch a module or course, click on the launch link or URL. The module will launch and you will be asked to click on the **Show me** link to start. A sample of a launch screen is shown below:



Follow the instructions on screen to complete the module, but remember you can exit from the module if you are not able to complete it all in one go by clicking on the  button that is either at the bottom right hand of the screen or at the top of the Player Control box.

Scores

The system keeps a record of your score for information only, so you can see how you have done after completing a course.

There is an email function that allows you to send your results to an email address (your personal email address or your managers).

If the Email Score functionality is not compatible with your system; you can copy the screen and print to your local printer or send your results via email, if you want to keep a record of your score.

A sample of a score screen is shown below:

The screenshot shows a window titled 'SCORE' with a close button in the top right corner. The window displays the following information:

Topic Name: HE Gateway
Correct Answers: 41
Wrong Answers: 2
Hints Provided: 7
Topic Score: **95%**

Below this is a section titled 'Interaction Results' containing a table with the following columns: Type, Page, Response, Scored, and Correct Answers:

Type	Page	Response	Scored	Correct Answers:
MouseOver	5	Correct	Yes	Mouse Over Object
Hotspot	6	Correct	Yes	Click Left Mouse Button on Object
Hotspot	7	Correct	Yes	Click Left Mouse Button on Object
Text Entry	8	Correct	Yes	Type "HE Services"
Hotspot	9	Incorrect	Yes	Click Left Mouse Button on Object
MouseOver	10	Correct	Yes	Mouse Over Object
Hotspot	11	Correct	Yes	Click Left Mouse Button on Object
Text Entry	12	Correct	Yes	Type "100training03"
Hotspot	13	Correct	Yes	Click Left Mouse Button on Object
Text Entry	14	Correct	Yes	Type "train1001"
Text Entry	15	Correct	Yes	Type "100train"
Text Entry	16	Correct	Yes	Type "100train"

At the bottom of the window, there is an 'Email address:' label followed by a text input field, and two buttons: 'Email Score' and 'Quit'.

HE Services User Guidance

The HE Gateway is an online portal which provides access to services that assist HEIs in administering bursaries, courses, financial information, and change of circumstances, contacts and users.

Course Name: The HE Gateway for the HEI User

Course Objectives:

- Add the HE Services website to your favourites list.
- Login and out of the HE Gateway through the HE Services Portal.
- Navigate through the system
- State the different user roles associated with the system.
- Check and maintain the Higher Education Institute (HEI) contact details.

Course Duration - 15 minutes

Prerequisite – Before accessing the HE Gateway for HEI User module please ensure you have Login access to the HE Services Portal and the HE Gateway.

To find out more information about User roles, logging in and navigating the Gateway select the CTRL key and click on the tab below.

[HE Gateway Home](#)

HE User Administration

The HE Gateway includes a facility to create and maintain user accounts. This function is only available to HEI users who have an HES User Administrator role.

Accounts are created using a defined structure of Service Groups, User Bases, User Groups and User Roles.

Course Name: User Administration

Course Objectives:

- Create New Users
- Administer User Accounts
- Lock and Expire User Accounts

Course Duration – 10 minutes

Prerequisite – Before accessing the User Administration module please complete the HE Gateway for the HEI User module.

To find out more information about creating, administering and locking User accounts select the CTRL key and click on the tab below.

User Administration

Financial Information Services

The Financial Information Service (FIS) is an online service which is accessed via the HE Gateway Home Page.

The Financial Information Service (FIS) allows HEIs to enter and maintain bursary and scholarship information viewable via the Student Finance Calculator.

The Student Finance Calculator provides prospective students with information on national and institutional support.

Course Name: Data Transfer & Financials Home

Course Objectives:

- Explain at high level the information transfer process
- Access the Financials Home screen

Course Duration – 10 minutes

Prerequisite – Before accessing the Financial Home module please complete the HE Gateway for the HEI User module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Financials Home

Course Name: Award Administration

Course Objectives:

- Access the Award Rules screen
- View and maintain awards

Course Duration - 15 minutes

Prerequisites – Before accessing the Award Administration module please complete: the HE Gateway for the HEI User module and the Data Transfer & Financials Home module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Award Administration

Course Name: Supplementary Financial Information

Course Objectives:

- Access the Supplementary Financial Information Details screen
- Edit and maintain supplementary financial information
- Issue supplementary financial information for review
- View Welsh translation of supplementary financial information

Course Duration - 15 minutes

Prerequisites – Before accessing the Supplementary Financial Information module please complete the HE Gateway for the HEI User module, the Data Transfer & Financials Home module and the Award Administration module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Supplementary
Financial Information

Courses Service

The Courses Service is a central repository of HEI course details, maintained by the Student Loans Company (SLC). It contains key student support information on all UK based HEIs and the courses they provide. To ensure accuracy, the database is re-created on an annual basis and updated constantly. HEIs must confirm existing course, term, fee, location and contact details to ensure their validity.

Details of any new courses an HEI may be running should also be provided. All courses appearing within the Courses Service must be designated courses as these are the only types of courses which attract public funding.

Course information can either be provided to SLC by the on-line Courses Services accessed through the HE Gateway or an HEI can provide their courses via web service technology. By providing course information on-line, HEIs will benefit from improved speed, accuracy and ease of use of SLC's interfaces.

Save, Validate and Promote/Designate

The Courses Service uses three levels of information validation; Primary Validation, Secondary Validation and Designation Validation, to ensure that all criteria and validation rules are met before details are promoted to a 'live' status. These are introduced in the Save, Validate, Promote and Re-promote options available on the system.

Course Name: Save, Validate and Promote/Designate

Course Objectives:

- Explain at high level the save, validate, promote/designation processes
- Identify validation and promotion indicators and status
- Identify and resolve errors and tasks

Course Duration - 15 minutes

Prerequisites – Before accessing the Save, Validate and Promote/Designate module please complete the HE Gateway for the HEI User module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Validation

Course Name: Course Home and Institution Profile

The Courses Home Page provides you with the functions you need to administer the system and is accessed by clicking on the Courses Home link on the HE Gateway Home screen.

The system holds a profile for each HEI to enable SLC administrators to configure the Courses Service to support the institution. The profile record is created by SLC based upon the information the HEI has provided.

Course Objectives:

- Access the HE Courses Home Screen
- View and maintain the Institution Profile

Course Duration – 10 minutes

Prerequisites – Before accessing the Course Home and Institution Profile module please complete the HE Gateway for the HEI User module and Save, Validate and Promote/Designate module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Courses Home

Maintain Locations

The Maintain Location screen holds standard information on location for each academic year. These locations are applied when creating new courses and include information such as Location Name, Campus ID, Phone Number and Email Address.

This page is accessible by users with HEI Course Administrator and HEI Course Advisor user roles; however can only be edited by HEI Course Administrator users.

Course Name: Maintain Locations

Course Objectives:

- Access the Maintain Location Screen
- View and maintain course locations
- View and maintain course franchise locations

Course Duration - 15 minutes

Prerequisites – Before accessing the Maintain Locations module please complete the Save, Validate and Promote Designate module and the Course Home and Institution Profile module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Maintain Location

Course Administration

On the maintain courses screen you can search for the courses that have been set up for an HEI. You can filter on various fields, the more criteria you enter, the more precise your search results will be.

When you have made your selections you click the 'Filter' link. The records matching your search will display in the Course List Filter Results section of the Course Filter screen.

Course Name: Course Administration

Course Objectives:

- Access the Maintain Courses link
- Create and edit courses
- Apply course profiles
- Validate and Promote courses

Course Duration - 25 minutes

Prerequisites – Before accessing the Course Administration module please complete the Save, Validate, Promote module, the Course Home and Institution Profile module and the Maintain Locations module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Course Administration

Course Profiles

Course profiles hold standard information on courses for each academic year. These profiles are applied when creating new courses or updating existing courses, and include information such as course years, course fees, term dates and campus location. This page is only accessible by users with HEI Course Administrator user roles.

Course Name: Maintain Course Profile

Course Objectives:

- Access the Maintain Course Profile screen
- View and maintain course profiles

Course Duration – 15 minutes

Prerequisites - Before accessing the Maintain Course Profile module please complete the HE Gateway for the HEI User module, the Save, Validate and Promote/Designate module, the Course Home and Institution Profile module, the Maintain Locations module and the Course Administration module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Maintain Course Profile

View Audit History

The View Audit History screen allows HEI Administrators & Advisors to filter on the audit of post promotion changes. Filters allow users to search for data that has been changed.

Course Name: View Audit History

Course Objectives:

- Access the Administration functionality
- Access View Audit Screen
- Use filter options to locate post promotional changes to data

Course Duration – 15 minutes

Prerequisites – Before accessing the View Audit History module please complete the HE Gateway for the HEI User module, the Save, Validate and Promote/Designate module, the Course Home and Institution Profile module, the Maintain Locations module, the Course Administration module, and the Maintain Courses Profile module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

View Audit History

Course Name: Reports

HEIs can access the report section to establish the status of their course submission.

Course Objectives:

- Explain the Courses Submission Report and its content
- Explain the procedure for generating reports

Course Duration - 5 minutes

Prerequisites – Before accessing the Reports module please complete the HE Gateway for the HEI User module, the Save, Validate and Promote/Designate module, the Course Home and Institution Profile module, the Maintain Locations module, the Course Administration module, and the Maintain Courses Profile module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Reports

Course Name: Web Service

HEIs may also submit their course information to SLC via web service technology.

Course Objectives:

- Explain when a request is made via the Web Service
- Explain how validation is performed on the request
- Explain what is returned to SLC
- Explain the process to submit information

Course Duration – 10 minutes

Prerequisites – Before accessing the Web Service module please complete the HE Gateway for the HEI User module, the Save, Validate and Promote/Designate module, the Course Home and Institution Profile module, the Maintain Locations module, the Course Administration module, and the Maintain Courses Profile module.

Web Service

Further information regarding Web Service can be found via:

<http://www.heinfo.slc.co.uk/hei-services/web-services-.aspx>

Student Information Service

The purpose of the online Student Information Service (SIS) is to assist HEIs with the administration of the attendance confirmation process for students. SIS will also give your HEI access to financial reports to enable you to view your tuition fee balance and tuition fee remittance reports, and the option to notify the students Award Authority of any change to the students study plan via the online Change of Circumstance function.

Course Name: SIS Home

The SIS Home Page provides you with the functions you need to administer the system and is accessed by clicking on the SIS Home link on the HE Gateway Home screen.

Course Objectives:

- Explain at high level the Student Information Service.
- Access the Student Information Service Home Screen.

Course Duration - 5 minutes

Prerequisites – Before accessing the SIS Home module please complete the HE Gateway for the HEI User module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

SIS Home

Course Name: Student Information

The Student Information Home, which is accessed via SIS on the HE Gateway, allows HEIs to search and view the student details held in the Student Information Service. This function provides HEIs access to perform administrative processes earlier.

Course Objectives:

- Explain at high level the Student Information Service.
- Access the Student Information Service Home Screen.
- Filter and view student information.
- Explain at high level the online Attendance Confirmation function.
- Filter and Export Student Information.

Course Duration - 20 minutes

Prerequisites – Before accessing the SIS Home module please complete the HE Gateway for the HEI User and Student Information Service Home modules.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

SIS Student Information

Course Name: Confirming Ongoing Attendance

The Attendance Home, which is accessed via SIS on the HE Gateway, is to assist HEIs with the administration of the attendance confirmation process for students. Attendance confirmation statuses can either be submitted on screen or imported into SIS via an Attendance Confirmation file.

Course Objectives:

- Explain at high level the online Attendance Reporting process.
- Access the Attendance Home page.
- Explain and utilise the Import Attendance Confirmation functionality.
- Filter for Attendance Confirmations with the Attendance Import Results option.
- Filter for Attendance Confirmations with the Attendance Worklist option.
- Identify and resolve Attendance Confirmations with the Attendance Worklist screens.

Course Duration - 20 minutes

Prerequisites – Before accessing the SIS Home module please complete the HE Gateway for the HEI User, Student Information Service Home and Student Information modules.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

SIS Confirming Ongoing Attendance

Course Name: Financial Reporting

The Financial Reporting function, which is accessed via SIS on the HE Gateway, will give HEIs access to view tuition fee balance and tuition fee remittance reports.

Course Objectives:

- Explain at high level the online Financial Reports Service.
- Access the Financial Reports Home screen.
- Create a Tuition Fee Balance Report.
- Create an Attendance Remittance Report.
- Export an Attendance Remittance Report.

Course Duration - 10 minutes

Prerequisites – Before accessing the SIS Home module please complete the HE Gateway for the HEI User, Student Information Service Home, Student Information and Confirming Ongoing Attendance modules.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

SIS Financial Reporting

Change of Circumstances

The Change of Circumstance service (CoC), which is accessed via SIS on the HE Gateway, is used to notify the student's Award Authority of any change to the student's circumstances.

Course Name: Create Withdrawal

Course Objectives:

- Access and navigate the Create screen and functionality.
- Create Withdrawal CoC's using the system functionality.

Course Duration – 15 minutes

Prerequisites – Before accessing the Create Withdrawal module please complete the HE Gateway for the HEI User module and the SIS Home module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Create Withdrawal

Course Name: Create Suspension

Course Objectives:

- Access and navigate the Create screen and functionality.
- Create Suspension CoC's using the system functionality.

Course Duration – 15 minutes

Prerequisites - Before accessing the Create Suspension module please complete the HE Gateway for the HEI User module and the SIS Home module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Create Suspension

Course Name: Create Resumption

Course Objectives:

- Access and navigate the Create screen and functionality.
- Create Resumption CoC's using the system functionality.

Course Duration – 15 minutes

Prerequisites - Before accessing the Create Suspension module please complete the HE Gateway for the HEI User module and the SIS Home module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Create Resumption

Course Name: Create Repetition

Course Objectives:

- Access and navigate the Create screen and functionality.
- Create Repetition CoC's using the system functionality.

Course Duration – 15 minutes

Prerequisites - Before accessing the Create Repetition module please complete the HE Gateway for the HEI User module and the SIS Home module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Create Repetition

Course Name: Create Transfer In

Course Objectives:

- Access and navigate the Create screen and functionality.
- Create Transfer In CoC's using the system functionality.

Course Duration – 15 minutes

Prerequisites - Before accessing the Create Transfer In module please complete the HE Gateway for the HEI User module and the SIS Home module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Create Transfer In

Course Name: Create Transfer Out

Course Objectives:

- Access and navigate the Create screen and functionality.
- Create Transfer Out CoC's using the system functionality.

Course Duration – 15 minutes

Prerequisites - Before accessing the Create Transfer Out module please complete the HE Gateway for the HEI User module and the SIS Home module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Create Transfer Out

Course Name: Create Fee

Course Objectives:

- Access and navigate the Create screen and functionality.
- Create Fee related CoC's using the system functionality.

Course Duration – 15 minutes

Prerequisites - Before accessing the Create Fee module please complete the HE Gateway for the HEI User module and the SIS Home module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Create Fee

Course Name: Import CoC

Import CoC will provide your HEI with the functionality to submit multiple records for change of circumstances.

Course Objectives:

- Navigate the Import CoC screen and functionality.
- Search and create Import CoC submissions using the system functionality.

Course Duration – 10 minutes

Prerequisites - Before accessing the Import CoC module please complete the HE Gateway for the HEI User module, the SIS Home module, the Create Withdrawal, the Create Suspension module, the Create Resumption module, the Create Repetition module, the Create Transfer In module, the Create Transfer Out module, the CoC Create Fee Module and the CoC Submission Report module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.

Import CoC

CoC Worklist

The CoC Worklist allows HEIs to filter, view, remove CoC records and create CoCs for records that have been raised by the system when a negative attendance code has been submitted.

Course Name: CoC Worklist

Course Objectives:

- Explain at high level the CoC Worklist function.
- Access and utilise the CoC Worklist screen and functionalities.

Course Duration – 10 minutes

Prerequisites – Before accessing the View CoC module please complete the HE Gateway for the HEI User module, the SIS Home module, the Student Information module, the Confirming Ongoing Attendance module, the Create Withdrawal, the Create Suspension module, the Create Resumption module, the Create Repetition module, the Create Transfer In module, the Create Transfer Out module, and the Create Fee Module.

To find out more about using the Change of Circumstances category filter select the CTRL key and click on the tab below.

CoC Worklist

View Change of Circumstances

The View change of circumstance filter allows HEI users to view saved or submitted change of circumstances.

Course Name: View CoC

Course Objectives:

- Access and navigate the View screen and functionality.
- Search and list change of circumstance using the system functionality.

Course Duration – 15 minutes

Prerequisites – Before accessing the View CoC module please complete the HE Gateway for the HEI User module, the SIS Home module, the Create Withdrawal, the Create Suspension module, the Create Resumption module, the Create Repetition module, the Create Transfer In module, the Create Transfer Out module, and the Create Fee Module.

To find out more about using the Change of Circumstances category filter select the CTRL key and click on the tab below.



Course Name: CoC Submission Report

The CoC Submission Report provides a detailed representation of CoC submission for your HEI within a specified Academic Year.

Course Objectives:

- Access and navigate the Reports screen and functionality.
- Search and view CoC submission reports using the system functionality.

Course Duration – 10 minutes

Prerequisites - Before accessing the Create Submission Report module please complete the HE Gateway for the HEI User module, the SIS Home module, the Create Withdrawal, the Create Suspension module, the Create Resumption module, the Create Repetition module, the Create Transfer In module, the Create Transfer Out module and the CoC Create Fee Module.

To access the e-Learning course for this subject select the CTRL key and click on the tab below.



Higher Education Bursary and Scholarship Scheme (HEBSS)

For subscribers to the service the e-Learning modules are located on the Bursaries Home Page.

Institutions who require further information or are interested in subscribing to the service should contact hei_services@slc.co.uk.

Welsh Bursary Scheme (WBS)

For subscribers to the service the e-Learning modules are located on the Bursaries Home Page.

Institutions who require further information or are interested in subscribing to the service should contact hei_services@slc.co.uk.