



**Student**  
Loans Company

## **HEI Student Information Service**

### **Online User Manual**

**AY 2010 / 2011**



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## Definitions

Term	Meaning
SLC	Student Loans Company
HEI	Higher Education Institute
Record	Information related to a subject in a specific file, e.g. college address information
Field	Components of information in a record, e.g. college address lines such as street name, town and postcode
Characters	The number of letters contained in a field value
SIS	Student Information Service
CoC	Change of Circumstance
ACR	Attendance Confirmation Report
TFPR	Tuition Fee Position Report
TFRA	Tuition Fee Remittance Advice
TFL	Tuition Fee Loans
VTF	Variable Tuition Fees
UCAS	Universities and Colleges Admission Services
HE Gateway	Portal access for each HEI
OFFA	Office for Fair Access
BACS	Banks Automated Clearing System
SSAR	Student Support Attendance Request
SSAC	Student Support Attendance Confirmation
SFE	Student Finance England
NINO	National Insurance Number
DSA	Disabled Students Allowance
SAAS	Student Awards Agency for Scotland

## Related Documents

Document	Location
HEI Services eLearning Catalogue	HE Portal Home Page ( <a href="http://www.heinfo.slc.co.uk/home.aspx">http://www.heinfo.slc.co.uk/home.aspx</a> )

## **Introduction**

The Student Information Service (SIS), which is accessed via The HE Gateway, provides an HEI with a wide set of student data once a student's application has been 'Approved' allowing HEIs much earlier sight of this information. SIS also enables the HEI user to confirm student(s) ongoing attendance (once the business rules permit) as well as process any change of circumstance notifications as required. Finally, SIS enables the HEIs access to a financial reports section which allows the user to view both their tuition fee balance and tuition fee remittance reports.

### **HEI Student Information Service**

The HE Gateway's aim is to:

- Simplify data update
- Ensure the data is added in a standard, validated format.

This User Guide is:

- An aid to using the application
- To provide step by step instructions for HEIs on how to view student information, provide confirmation of a student's ongoing attendance, provide notification of a change in a student's circumstances and/or view financial information relevant to their institution.

If, after reading this document, you require further assistance, please contact the Helpdesk Services Team on:

**Telephone: 0845 702 3316**  
**E-mail: SIS@slc.co.uk**

## Student Information Service

The Student Information Service (SIS) is split out across four sections all under the SIS tab of the HE Gateway:

**Student Information** - enables the HEI user to view detailed student information immediately after the student's application for finance has been approved.

**CoC** - enables the HEI user to notify the students Award Authority of any changes to the student's study plan.

**Attendance** - the system determines whether a student requires an attendance confirmation and shows these students on the Attendance Confirmation Worklist to enable the HEI user to confirm attendance either through the portal screens or via a file import

**Financial Reports** – enables the HEI user to view the on-line Tuition Fee Balance and Tuition Fee Remittance Reports.

The amount of information that a user can view through the Detailed Student Information depends on whether the student is currently attending their institution or not.

## Getting Started

The HEIs can access the HE Gateway through the HE Info website using their current username, password and secret answer. It is each individual's responsibility to ensure that these login details are not disclosed to anyone else. It is the responsibility of the SIS primary contact at each HEI to administer access to the SIS and determine what role(s) are allocated to each member of staff.

The HE Info website, which contains the link to the HE Gateway, can be found at the following link <http://www.heinfo.sl.c.co.uk/home.aspx> This web page also contains a link to the HE Gateway User Guide which contains details on how to access the HEI Portal.

In order for an HEI to successfully submit a change of circumstance notification within the CoC Service section of SIS at least one CoC contact must be set up in the Maintain Contacts section of the HE Gateway home page. If the 'Create CoC' is selected and the system does not find any contacts set up in the system, the message **"Prior to providing CoC details, please set up at least one Change of Circumstances contact. For this go to the 'HE Gateway > Maintain Contacts' screen and enter a contact for CoC Service"** is displayed on the screen.

Further details on the User Access levels available for SIS can be viewed via the HE Gateway User Guide.

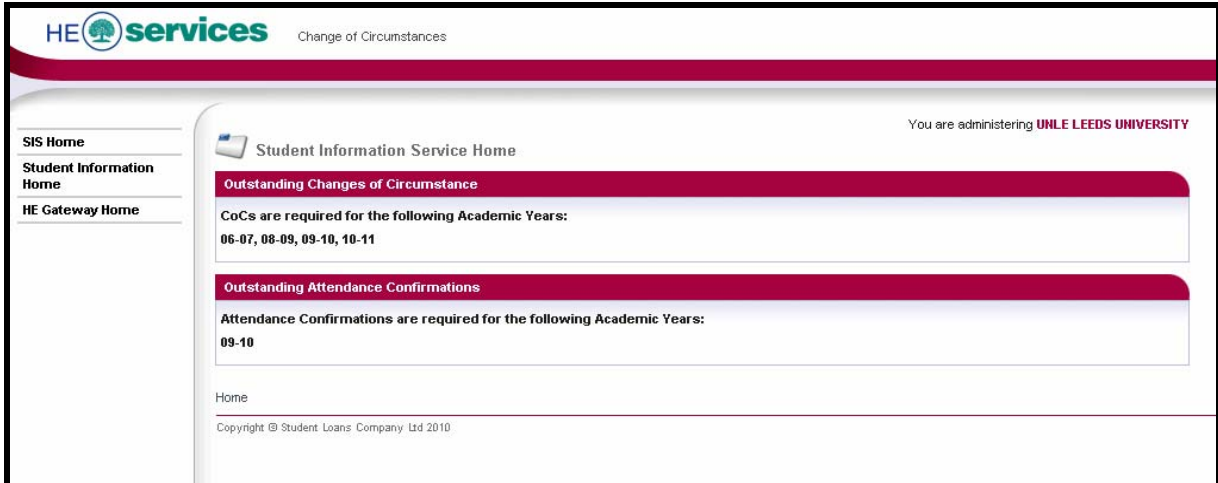
## Student Information

Following an application being 'Approved' for a student for financial support, the information is transferred onto the online Student Information Service. Student Information is presented for all approved applications from current academic year as well as any reassessments (or outstanding attendance confirmations) from AY 2006 / 07 onwards.

There is no previous equivalent for the Student Information function of the SIS. This system has been created in order to provide HEIs with early sight of a wide set of data for students within 24 hours of their student support application being approved. This allows them to perform some of their administrative processes earlier in the academic year (i.e. view students who have missing NINOs or bank details etc).

The Student Information function allows the user to search and view the student details held in the Student Information Service for their specific HEI. The View Student Information allows a user to filter, export and view personal, course and student specific details relating to an individual student attending their HEI. The HEI user is provided with the option of exporting a full data set, matching the current Tuition Fee Position Report (TFPR) or an extended data set of student information, to allow the early import of files into HEI systems. A history of actions for each individual student (i.e. attendance codes etc) is also available to view through the Student Information section.

## Student Information Home



HE services Change of Circumstances

SIS Home  
Student Information Home  
HE Gateway Home

Student Information Service Home

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**Outstanding Changes of Circumstance**

CoCs are required for the following Academic Years:  
**06-07, 08-09, 09-10, 10-11**

**Outstanding Attendance Confirmations**

Attendance Confirmations are required for the following Academic Years:  
**09-10**

Home

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**SIS Home** – This allows the user to return to the SIS Home page once you have navigated to another area of the system.

**Student Information Home** – The View Student Information function allows a user to search and view the student details held in the Student Information Service.

**HE Gateway Home** – Returns to the 'HE Gateway Home' page.

**Outstanding Change of Circumstances** – this allows the user to view at a glance whether there are any outstanding Change of Circumstances for the current or previous academic years (as far back as AY 2006 / 07)

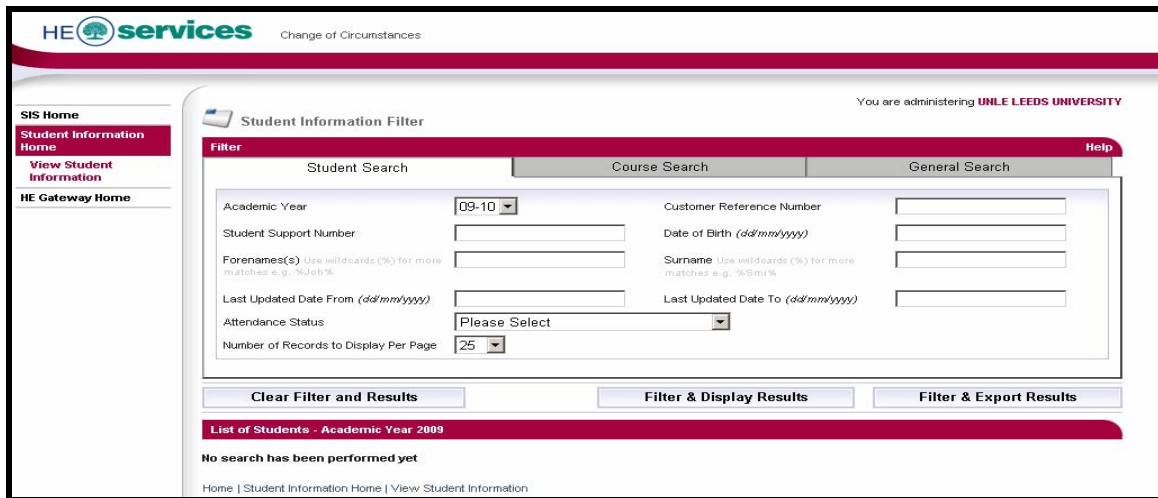
**Outstanding Attendance Confirmations** – this allows the user to view at a glance whether there are any outstanding attendance confirmations for the current or previous academic years (as far back as AY 2006 / 07)

## View Student Information

The Student Information Filter is accessed by clicking on the 'View Student Information' link under the Student Information Home menu option. The Student Information Filter will be grouped by **Student Information, Course Information & General Information** and the page is defaulted to always show the Student Search tab initially.

If the user enters details into one tab then selects another tab, any details entered in the first tab will be deleted.

## View Student Information – Student Search



On the Student Search tab the user can filter on the following criteria:

**Academic Year** – this will be defaulted to the current academic year and is the only mandatory field in order to run a filter.

**Customer Reference Number & Student Support Number (SSN)**

**Date of Birth** – entered in dd/mm/yyyy format

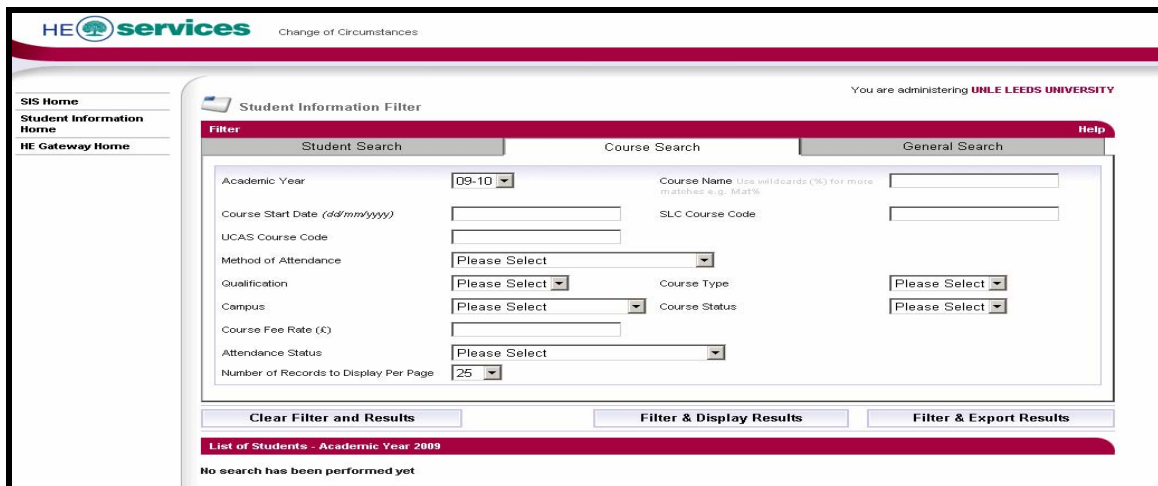
**Forename(s) / Surname** – wildcard searches are permitted for these fields. Where there is the 'wildcard' option, at least three characters must be input along with the wildcard symbol (%). If data is entered into one of these fields the other field must also be completed.

**Last Updated From / Last Updated To** – date range for students appearing on SIS. If data is entered into one of these fields, the other field must also be completed.

**Attendance Status** – the attendance status of the student(s) being filtered.

**Number of Records To Display** – defaulted to 25 however can be changed to 50, 100 or 200

## View Student Information – Course Search



The filters available on the **Course Search** tab are as follows:

**Academic Year** – this will be defaulted to the current academic year and is the only mandatory field in order to run a filter.

**Course Name** – maximum of 41 characters can be entered. A wild card search option is available if required.

**SLC Course Code** – the unique course identifier.

**UCAS Course Code** – as provided by UCAS

**Method of Attendance** – dropdown detailing the methods of attendance

**Qualification** - drop down box with a choice of qualifications

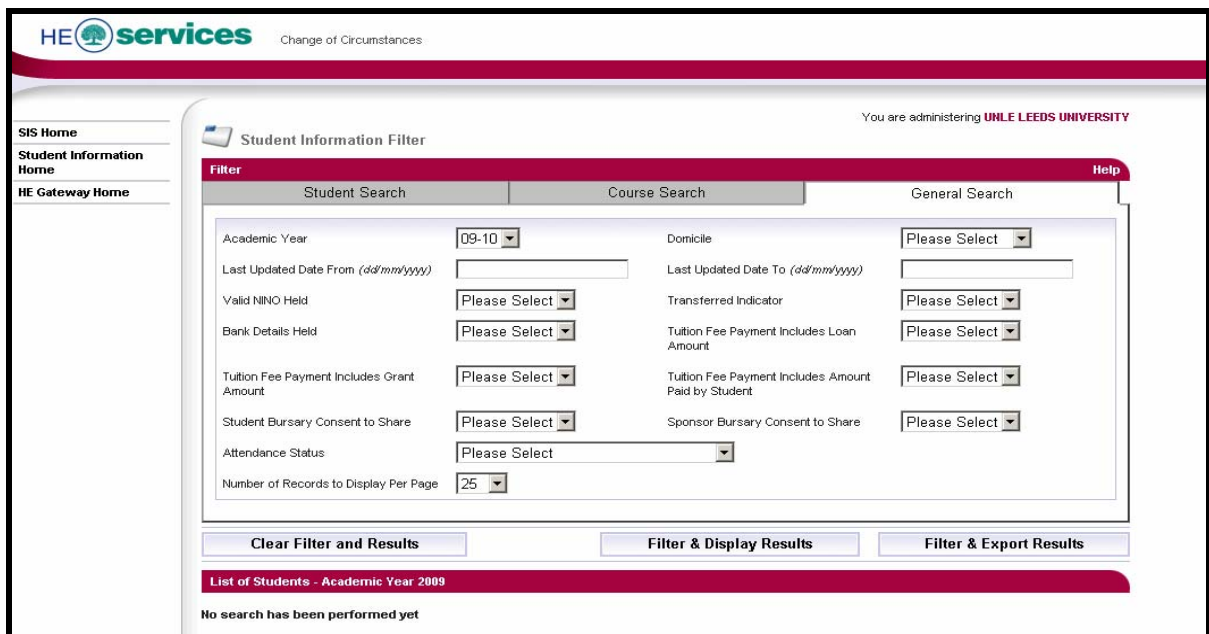
**Campus** – drop down box with a choice of campus

**Course Type** – drop down box with a choice of course types

**Course Status** – drop down box with a choice of course status (open / closed)

**Course Fee Rate** – field to enter the full Course Fee Rate being charged

## View Student Information – General Search



HE services Change of Circumstances

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Student Information Filter

Filter

Student Search Course Search General Search Help

Academic Year: 09-10 Domicile: Please Select

Last Updated Date From (dd/mm/yyyy): Last Updated Date To (dd/mm/yyyy):

Valid NINO Held: Please Select Transferred Indicator: Please Select

Bank Details Held: Please Select Tuition Fee Payment Includes Loan Amount: Please Select

Tuition Fee Payment Includes Grant Amount: Please Select Tuition Fee Payment Includes Amount Paid by Student: Please Select

Student Bursary Consent to Share: Please Select Sponsor Bursary Consent to Share: Please Select

Attendance Status: Please Select

Number of Records to Display Per Page: 25

Clear Filter and Results Filter & Display Results Filter & Export Results

List of Students - Academic Year 2009

No search has been performed yet

The filters available on the **General Search** are as follows:

**Academic Year** – defaulted to the current AY and the only mandatory field

**Domicile** – drop down box to select the student(s) domicile

**Valid NINO Held** – drop down box detailing student(s) that have / have not provided their national insurance details.

**Bank Details Held** – drop down box detailing student(s) that have / have not provided their bank details.

**Transferred Indicator** – drop down box to filter on student(s) that have / have not transferred out of the HEI

**Tuition Fee Payment Includes Loan Payment** – drop down box to filter on all student(s) records where the tuition fee loan amount is / isn't greater than zero.

**Tuition Fee Payment Includes Grant Amount** – drop down box to filter on all student(s) records where the tuition fee grant amount is / isn't greater than zero.

**Tuition Fee Payment Includes Amount Paid by Student** – drop down box to filter on all student(s) records where the tuition fee student payable amount is / isn't greater than zero.

**Student Bursary Consent to Share** – drop down to filter on the student(s) that have / haven't provided 'Consent to Share' for bursary purposes.

**Sponsor Bursary Consent to Share** – drop down to filter on the student(s) whose sponsors have provided 'Consent to Share' for bursary purposes. If there are two sponsors the indicator will only show as 'Yes' if both have agreed consent to share.

**Attendance Status** - the attendance status of the student(s) being filtered (attendance confirmed, attendance confirmation not required, awaiting attendance confirmation, attendance saved, awaiting reassessment)

On each of the Student, Course & General Search tabs the options to **Clear Filter and Results**, **Filter & Display Results** and **Filter & Export Results** are all provided.



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**Clear Filter and Results** – this clears all entered details and reverts to the initial screen. If a search has been performed and previously returned results will also be removed.

**Filter & Display Results** – this performs a search over the entire student details contained within the system and retrieves the ones that match the search criteria given by the user to be displayed on the screen.

**Filter & Export Results** – this performs a search over the entire student details contained in the system and retrieves the ones that match the search criteria given by the user. The user will then be given the option to select which file format they wish to export and the opportunity to name the export file.

## Filter & Display Results

The Filter & Display Results button performs a search over the entire student details contained in the system and retrieves the ones that match the search criteria given by the user. This will not be displayed if the results section is displayed. The system will return all students for the HEI which meet the criteria entered. If a student which meets the filter criteria entered by the user has transferred internally, only one row of details will be returned and displayed on the filter results. The course details shown will relate to the latest details for the new course or course year.

If the HEI user administering is a “Parent” HEI, the system will return the details of all students at both the Parent HEI and any associated Child HEIs. If the user is administering a Child HEI, the system will return the details of all students at the Child HEI only. The screenshot below details the ‘Filter & Display Results’ screen.

List of Students - Academic Year 2009										
SSH	Full Name	DoB	Course Name	SLC Code	UCAS Code	Tuition Fee Loan Amount	Tuition Fee Grant Amount	Tuition Fee Payable Amount	Attendance Code	Attendance Status
HAMP08527762P	0041360809MLLR, 234170809MLLR	21/10/1987	ACCOUNTING & LAW	169815	MN14	0.00	0.00	0.00	F	Awaiting Reassessment
HAMP08527744S	0258440809MLLR, 431390809MLLR	18/12/1988	ACCOUNTING & LAW	169815	MN14	1500.00	0.00	0.00	A	Attendance Confirmed
HAMP09502179D	091010AP0505, 091010AP0505	01/01/1986	ACCOUNTING & LAW	169815	MN14	0.00	0.00	3000.00		Attendance Confirmation Not Required
NBFT09500915N	0910BUILD, DECEMBER	01/01/1990	ACCOUNTING & LAW	169815	MN14	1000.00	500.00	500.00	A	Attendance Confirmed
SFDU09505474J	0910FTROLE, TEST	02/04/1990	ACCOUNTING & COMPUTING	169552	GN44	0.00	0.00	0.00	L	Attendance Confirmed
HAMP09500992N	0910NMTO, RETURNING	11/02/1990	ACCOUNTING & COMPUTING	169552	GN44	1000.00	1000.00	1000.00	A	Attendance Confirmed
NBFT09500193B	0910SPONCONT, STUDENTNI	01/01/1988	ACCOUNTING & LAW	169815	MN14	0.00	0.00	3070.00		Attendance Confirmation Not Required
SFDU09515860X	1011 TESTING, DEFECT 358	03/03/1990	ACCOUNTING & COMPUTING	169552	GN44	0.00	0.00	3225.00		Attendance Confirmation Not Required

The filter results are displayed in the bottom section of the screen. The results will be ordered by surname. The following fields will be shown for each student returned.

**SSN** - Student Support Number. This also acts as a link to the View Detailed Student Information page for the selected student (see page 16)

**Full Name** – the student’s name

**Date of Birth** – the student’s date of birth

**Course Name** – the student’s course name

**SLC Course Code / UCAS Course Code** – the SLC and UCAS course codes

**Tuition Fee Loan Amount** – the tuition fee loan amount that the student has been awarded

**Tuition Fee Grant Amount** – the tuition fee grant amount that the student has been awarded

**Tuition Fee Payable Amount** – the tuition fee amount that the student has to pay

**Attendance Code** – the attendance code entered for the student

**Attendance Status** – the attendance status of the student.

The Export Results button will allow the user to export the results shown by displaying the export section of the screen. This will only be shown when the results section is displayed.

## View Detailed Student Information

The Detailed Student Information screen provides the user with the ability to view Personal / Course / Other information relating to an individual student. The fields which each HEI can view are dependant on the level of access the HEI has to a selected student. The Detailed Student Information can be accessed by clicking on the SSN (link) of the relevant student from the Student Information, Attendance Worklist or CoC filter results pages or through the SSN link on the Remittance Report page in the Financial Reporting section.

The “Other Information” tab will not be available for pre AY 10/11 applications as well as the following students:

- SAAS students
- Students that have ONLY applied for:
  - DSA – Non Medical Helpers
  - DSA – Equipment
  - DSA – General
  - DSA – Travel

The Detailed Student Information for these students will only display two tabs, Personal Information & Course Information.

## Detailed Student Information – General Details

The section of the top of the page will display general details relating to the student. These details are displayed irrespective of the tab which the user selects. It will contain the following fields:

- **Full Name**
- **Customer Reference Number**
- **Student Support Number**

Detailed Student Information		Academic Year 09/10		Help
Full Name	DECEMBER 0910BUILD	Student Support Number	NBFT09500915N	
Customer Reference Number	18044073350			

## Detailed Student Information – Personal Information

The Detailed Student Information page is then split out over three tabs: Personal Information, Course Information & Other Information. The page is always defaulted to the Personal Information page.

Detailed Student Information You are administering UNLE LEEDS UNIVERSITY

Academic Year 10/11 Help

Full Name VMP2 -OXNHXE 11TACH-423201070055PM Student Support Number SFDU10510106E  
Customer Reference Number 43593011945

**Student Details**

Personal Information | Course Information | Other Information

Address Line 1	125 MANFORD WAY	Domicile	England
Address Line 2		Date of Birth (dd/mm/yyyy)	13/08/1996
Address Line 3		Award Authority	SFD PROCESSING UNIT
Town/City	CHIGWELL	Last Updated Date (dd/mm/yyyy)	20/05/2010
County	ESSEX	Reassessed Indicator	N
Post Code	IG7 4ED	Bank Details Held	N
Alternative Location Details		Transferred Indicator	
Valid NINO Held Indicator	N	FSN Status	F
Attendance Status	Attendance Confirmation Not Required	Attendance Code	

**Student Information History**

Attendance Code	FSN Status	Course	Course Year	Transfer Indicator	Tuition Fee Loan Amount (£)	Tuition Fee Grant Amount (£)	Student Payable Tuition Fee Amount (£)	Attendance Status	Last Updated By	Last Updated Date Time
	F	169815 (ACCOUNTING & LAW)	1		0.00	0.00	2,000.00	Attendance Confirmation Not Required	UNKNOWN	20/05/2010

Back

The Personal Information tab displays:

**Student's Address** – the address of the student

**Domicile** – the student's domicile

**Date of Birth** – presented dd/mm/yyyy

**Award Authority** – the student's award authority

**Last Updated Date** – date of when student record was last updated

**Reassessed Indicator** – Yes / No indicator

**Bank Details Held** – Yes / No indicator

**Alternative Location Details** – alternative address details

**Transferred Indicator** – highlights if student has previously transferred

**Attendance Status** - displays the current attendance status of the student

**Attendance Code** – displays attendance code saved

**Valid NINO Held** – Yes / No indicator

**FSN Status** - the Financial Support Notification Status of the student. The table below displays the possible FSN statuses:

<b>FSN Status</b>	<p>The Financial Support Notification Status of the student.</p> <ul style="list-style-type: none"> <li>• C - SAAS Fee Loan Non-Attendance</li> <li>• D - Deceased</li> <li>• E - SAAS Fee Loan Notification (Final)</li> <li>• F - Final Version of Support Notification</li> <li>• K - Resumption of Study in 3rd Term</li> <li>• N - Resumption of Study in 2nd Term</li> <li>• P - Provisional Version of Support Notification</li> <li>• S - Study Suspended</li> <li>• W - Withdrawn (Final Assessment)</li> <li>• X - SAAS Fee Loan Withdrawal</li> <li>• Y - Withdrawn (Provisional Assessment)</li> <li>• Z - Study in Second Term Only</li> </ul>
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## Detailed Student Information – Course Information

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**Detailed Student Information**

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**Academic Year** 10/11 [Help](#)

<b>Full Name</b>	WP2 -OXNHXE 11TACH-423201070055PM	<b>Student Support Number</b>	SFDU10510106E
		<b>Customer Reference Number</b>	43593011945

---

**Student Details**

Personal Information	<b>Course Information</b>	Other Information
----------------------	---------------------------	-------------------

<b>Course Name</b>	ACCOUNTING & LAW	<b>Course Status</b>	Open
<b>SLC Course Code</b>	169815	<b>UCAS Course Code</b>	MN14
<b>Campus</b>	L LEEDS MAIN CAMPUS	<b>Course Duration (years)</b>	4
<b>Method of Attendance</b>	Full Time Attendance	<b>Qualification</b>	BA
<b>Temporary Course Indicator</b>	N	<b>Part Time Course Indicator</b>	N
<b>Course Start Date (dd/mm/yyyy)</b>	19/09/2010	<b>Course End Date (dd/mm/yyyy)</b>	13/06/2011
<b>Current Course Year</b>	1	<b>Tuition Fee Loan Amount (£)</b>	0.0
<b>Tuition Fee Grant Amount (£)</b>	0.0	<b>Student Payable Tuition Fee Amount (£)</b>	2000.0
<b>Course Fee Rate Confirmed by Student (£)</b>	2000.0	<b>Course Fee Rate Confirmed by HEI (£)</b>	3100

---

**Student Information History**

Attendance Code	FSH Status	Course	Course Year	Transfer Indicator	Tuition Fee Loan Amount (£)	Tuition Fee Grant Amount (£)	Student Payable Tuition Fee Amount (£)	Attendance Status	Last Updated By	Last Updated Date Time
	F	169815 (ACCOUNTING & LAW)	1		0.00	0.00	2,000.00	Attendance Confirmation Not Required	UNKNOWN	20/05/2010

[+](#)

[Back](#)


Home | [Student Information Home](#) | [View Student Information](#)

This page will show the following fields:

- Course Name
- SLC & UCAS Course Codes
- Course Status
- Method of Attendance
- Part-time Course Indicator
- Current Course Year
- Tuition Fee Loan Amount
- Tuition Fee Amount Payable by student
- Fee Confirmed by HEI
- Course Start Date
- Course End Date
- Course Duration
- Temporary Course Indicator
- Qualification
- Campus
- Tuition Fee Grant Amount
- Fee Confirmed by Student

## Detailed Student Information –Other Information

An HEI user can only view this page if the student is currently attending their institution.

 Detailed Student Information

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**Academic Year 10/11** Help

<b>Full Name</b>	WP2 -OXNHXE 11 TACH- 423201070055PM	<b>Student Support Number</b>	SFDU10510106E
		<b>Customer Reference Number</b>	43593011945

**Student Details**

Personal Information	Course Information	Other Information
<b>Sponsor Bursary Consent</b>	N	<b>Student Bursary Consent</b>
<b>Child Care Grant Indicator</b>	N	<b>NHS Bursary Indicator</b>
<b>Cohort Year</b>	2009	N

**Student Information History**

Attendance Code	FSN Status	Course	Course Year	Transfer Indicator	Tuition Fee Loan Amount (£)	Tuition Fee Grant Amount (£)	Student Payable Tuition Fee Amount (£)	Attendance Status	Last Updated By	Last Updated Date Time
	F	169815 (ACCOUNTING & LAW)	1		0.00	0.00	2,000.00	Attendance Confirmation Not Required	UNKNOWVN	20/05/2010

[Home](#) | [Student Information Home](#) | [View Student Information](#)

The Other Information page displays:

- Sponsor Bursary Consent** - If there are two sponsors, the consent will only show as “Yes” if both sponsor’s have given their consent to share.
- Student Bursary Consent**
- Child Care Grant Indicator** (a ‘Y’ indicates that the student has applied for these funds)
- NHS Bursary Indicator** (a ‘Y’ indicates that the student has applied for these funds)
- Cohort Year**



## Student Information History

The Detailed Student View page also offers the facility to view the student Information history of a selected student. The Student Information History section of the screen allows the user to view changes made to certain fields as a result of re-assessments or attendance confirmations. The user can view the history of any changes to the student’s details by selecting the ‘expand’ icon, which can then be collapsed again. Rows will only be shown where the fields included have changed, if a field shown has changed, this row will not be shown as it would look like a duplicate row. If the student has transferred internally, a summary row will be shown for each course / course year. Each of these rows will have their own history details which can be expanded or collapsed.

Student Details											
Personal Information						Course Information					
Address Line 1	125 MANFORD WAY					Domicile	England				
Address Line 2						Date of Birth (dd/mm/yyyy)	08/11/1971				
Address Line 3						Award Authority	SFD PROCESSING UNIT				
Town/City	CHIGWELL					Last Updated Date (dd/mm/yyyy)	28/05/2010				
County	ESSEX					Reassessed Indicator	N				
Post Code	IG7 4ED					Bank Details Held	N				
Alternative Location Details						Transferred Indicator					
Valid NINO Held Indicator						FSN Status	F				
Attendance Status	Attendance Saved					Attendance Code	L				

Student Information History										
Attendance Code	FSN Status	Course	Course Year	Transfer Indicator	Tuition Fee Loan Amount (£)	Tuition Fee Grant Amount (£)	Student Payable Tuition Fee Amount (£)	Attendance Status	Last Updated By	Last Updated Date Time
L	F	169552 (ACCOUNTING & COMPUTING)	1		0.00	0.00	0.00	Attendance Saved	ATTENDH1	28/05/2010

Attendance Code	FSN Status	Course	Course Year	Transfer Indicator	Tuition Fee Loan Amount (£)	Tuition Fee Grant Amount (£)	Student Payable Tuition Fee Amount (£)	Attendance Status	Last Updated By	Last Updated Date Time
	F	169552 (ACCOUNTING & COMPUTING)	1		0.00	0.00	0.00	Attendance Not Confirmed	UNKNOWN	24/05/2010

**Expand/Collapse** (“+” Icon or “-” Icon) - Clicking on the expand icon allows the user to view the history details for that tuition period and replaces the expand icon with the collapse icon. On clicking the collapse icon the user is able to view the summary row only.

## Attendance Confirmation



If an attendance confirmation is required for the student the Attendance Confirmation section will be shown at the bottom of the screen (this part of the screen is not shown if no attendance confirmation is required for the student at that specific time). Whether an attendance confirmation is required is determined by the business rules. This section allows the user to confirm an attendance code for the selected student. The drop down box allows the user to select an attendance code and either save or submit the code. Warning text is displayed to the user: ***“You must ensure that the attendance code you submit is accurate”*** to ensure that the user enters the correct attendance code. If an inaccurate fee paying attendance code is submitted it cannot be reversed (the user would need to then raise a change of circumstance notification). The system does however permit the user to reverse a non-fee paying attendance code if one is submitted in error.

**Note!** If the student has transferred internally and has split tuition fees, the user will need to select the course details from the Student Information History section that they wish to confirm attendance for before they can access the Attendance Confirmation section.

Users with the HEI CoC Administrator role can also create a CoC for the selected student by selecting the **Create Change of Circumstance** button from the bottom of the above page.

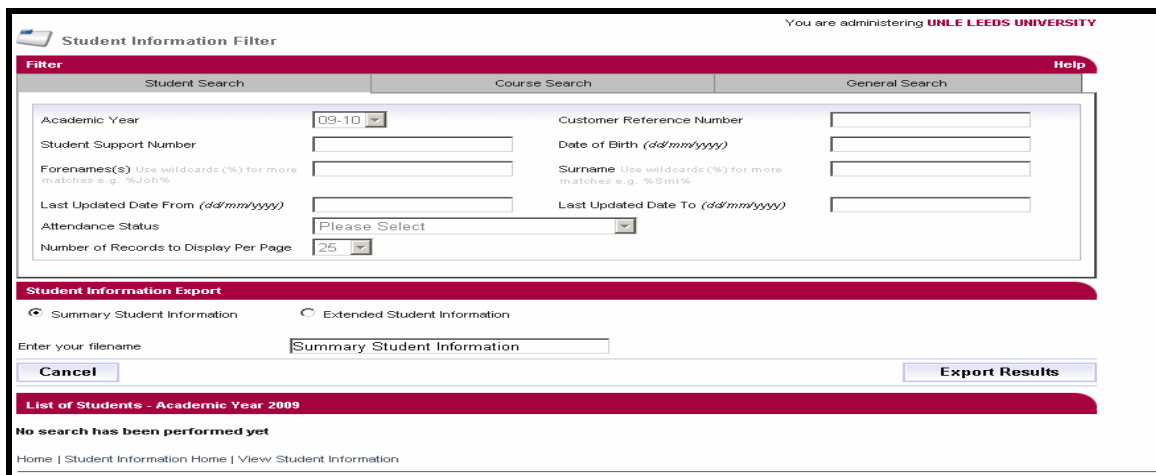
**Note!** As CoCs are not accepted through the portal for SAAS students, a link to ‘Create Change of Circumstance’ will not be visible when looking at the Detailed Student Information of a SAAS student

The user can return to the previous screen by selecting the “*Back*” button which returns to the same page on which the student details were selected.

## View Student Information – Export

HEI Student Information Advisors will be able to export the results of a Student Information filter. The user can do this directly from the filter without viewing the results first or after viewing the results on screen. All of the file formats have been kept the same as the previous ACR file format in order to cause as little disruption as possible to HEIs.

Whilst within the Student Information filter page the user can opt to select the relevant filters from either the Student search, Course Search or General Search tabs and by selecting the **Filter & Export Results** button. This performs a search over the entire student details contained in the system and retrieves the ones that match the search criteria given by the user. The user is then be given the option to select which file format they wish to export and the opportunity to name the export file.



The user is presented with a choice of formats to export the details into:

- **Summary Student Information** (previous TFPR file format)
- **Extended Student Information Export** (previous TFPR file format with additional fields)

The additional fields included within the Extended Student Information Export are as follows:

**Customer Reference Number** – SLCs unique identifier for the student.

**Bank Details Held** – Indicates whether SLC holds bank details for the student (yes / no)

**Attendance Status** – the current attendance status of the student:

- Awaiting Attendance Confirmation
- Attendance Confirmed
- Attendance Confirmation Not Required
- Attendance Saved
- Awaiting Reassessment

**Attendance Code** – the attendance code that has been confirmed by the HEI:

- A – In attendance
- C – Course mismatch
- F – Student in attendance but HEI disagrees with the fee
- L – In attendance, liability disputed but HEI will resolve
- N – In attendance, liability disputed but HEI will not resolve
- S – Suspended
- X – Not in attendance

**Award Authority** – the name of the students award authority that is processing the students support application

**Student Bursary Consent to Share** – drop down to filter on the student(s) that have / haven't provided 'Consent to Share' for bursary purposes.

**Sponsor bursary Consent to Share** – drop down to filter on the student(s) whose sponsors have provided 'Consent to Share' for bursary purposes. If there are two sponsors the indicator will only show as 'Yes' if both have agreed consent to share.

**Child Care Grant Indicator** – Indicates whether the student has applied for a Child Care Grant (yes / no)

**NHS Bursary Indicator** – Indicates whether the student has applied for an NHS Bursary

**Cohort Year** – The year in which a student is assessed for a period of continuous study

**Note!** The additional fields may not be populated for all students.

For example: Bursary Consent, Child Care Grant Indicator, NHS Bursary Indicator and Cohort Year will not be populated for SAAS students.

HEIs may want to export specific attendance records for their systems. To do this they would select the Attendance Status option from the filter and then select the Filter and Export button. For example, the HEI may only want to export blank attendance codes; in this case they would select the Awaiting Attendance Confirmation option from the Attendance Status drop down list.

Further details on these file formats can be found on the HE Info website (<http://www.heinfo.slc.co.uk/hei-services/student-information-service.aspx>)

The filename will be defaulted to either '**Summary Student Information Export**' or '**Extended Student Information Export**'. The HEI user can change this to a filename of their choice if required. Once the filename has been selected the user can click on **Export Results** to export the file into their own systems or **Cancel** to cancel the Export and return to the Student Information filter page. The user will also be able to export the results of a search if they display the results by selecting the **Export** option. (The same screen as above will be displayed). The maximum number of records that can be exported is 50,000. If the filter returned contains more than that, an error will be shown on screen when the Export option is selected.

## Confirm Ongoing Attendance

The Student Loans Company release tuition fee payments to HEIs based on receiving confirmation from each HEI that a student has attended their course for at least three months and is therefore entitled to the tuition fee.

Under the previous process the details of students identified as requiring an attendance confirmation were sent out on an Attendance Confirmation Report (ACR) which was issued to HEIs on the Electronic Link Platform (ELP). ACRs were issued in December and February, then monthly from February onwards. HEIs then had to load these files onto their systems, update the attendance confirmation status and return the ACR.

The on-line process for confirming attendance within the Student Information Service contains specially tailored business rules to determine whether a student requires an attendance confirmation and will display all the students that meet the criteria on an **Attendance Confirmation Worklist**. All current academic year students will require their attendance to be confirmed via the worklist (or import) plus any outstanding attendance confirmations from AY 06/07 onwards. The business rules are designed in order to ensure that only students that require an attendance confirmation will appear the worklist. Similarly only students that require an attendance confirmation will have the attendance confirmation section visible on their 'Detailed Student Information' page.

The Attendance Confirmation Worklist will include all students that meet the criteria, including, for bursary purposes, students who would not normally appear. The user can then view, save or submit attendance information for these students. It should be noted that normal business rules apply with regard to the timing of attendance confirmations. The responsibility of maintaining the Attendance Confirmation worklist lies with each HEI. They should ensure that all students that require a confirmation are actioned in order to release the payment of fees from the SLC. HEIs may well be contacted throughout the course of an academic year by SLC prompting them to confirm attendance as and when required.

Once a "fee paying attendance code" (A, L or S) is submitted by the HEI it cannot be changed. In this instance the HEI user would need to amend the incorrect code being entered by actioning a change of circumstance notification.

## Confirm Ongoing Attendance (cont)

Non-fee paying attendance codes (C, F, N & X) can be amended by the HEI user if they have been incorrectly submitted.

Attendance Confirmation statuses can either be submitted on-screen or imported into the Student Information Service. (Following validation checks, any imported failures will be visible on the system). If an incorrect fee paying attendance code is submitted the HEI user will not be able to reverse this and should submit a change of circumstance notification in order to correct the error. An HEI user can however amend a previously submitted non-fee paying attendance confirmation code if entered in error.

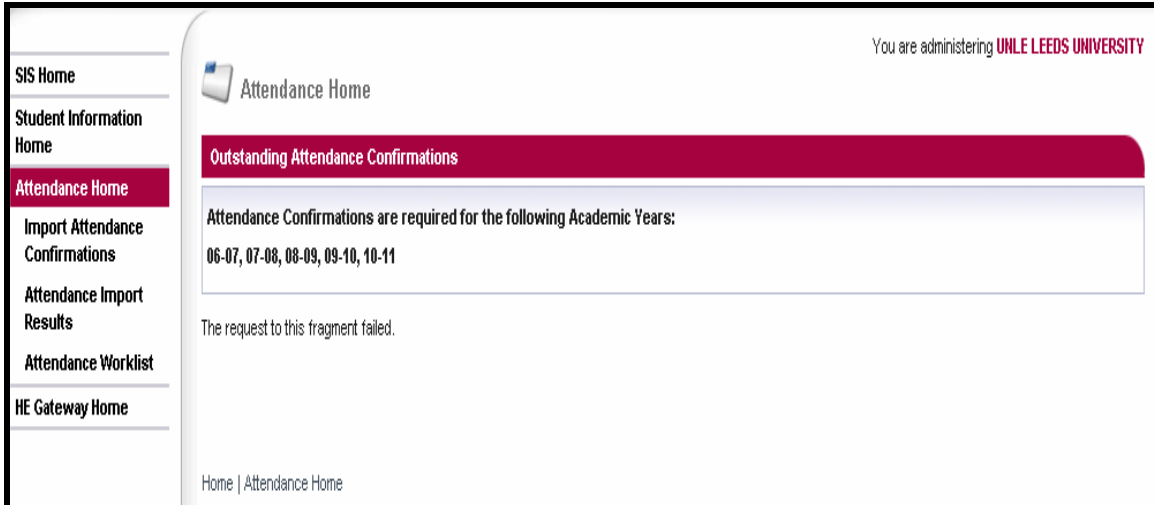
The Attendance section of the Student Information Service can be accessed by HEI users set up with the 'Attendance Administrator' level of user access.

The Student Information Service automatically informs the internal systems of the Student Loans Company of all submitted attendance confirmation statuses and the existing process of payments to HEIs will proceed.

**Note!** Attendance Confirmations are not required for Part Time students, students on a Part Time course and students on a Temporary Course.

## Attendance Home

The Attendance Home tab is accessible from the Student Information Service homepage.



SIS Home  
Student Information Home  
**Attendance Home**  
Import Attendance Confirmations  
Attendance Import Results  
Attendance Worklist  
HE Gateway Home

You are administering UNLE LEEDS UNIVERSITY

Attendance Home

**Outstanding Attendance Confirmations**

Attendance Confirmations are required for the following Academic Years:  
06-07, 07-08, 08-09, 09-10, 10-11

The request to this fragment failed.

Home | Attendance Home

The Attendance Homepage will identify the academic years where the HEI (including any child HEIs) have outstanding Attendance Confirmations and display those years in a list. If there are no Attendance Confirmations outstanding, no list will be shown and the text “***There are no attendance confirmations outstanding***” will be displayed.

## Attendance Worklist Filter

The Attendance Worklist allows the user to identify students where attendance confirmations are outstanding at the HEI. This can be viewed by clicking on the Attendance Worklist link on the Attendance Homepage. The filter section has two tabs, **Student Search** and **Course Search**. The Course Search tab will be shown by default.

## Attendance Worklist Filter – Course Search Tab

Attendance Worklist You are administering **UNLE LEEDS UNIVERSITY**

**Filter** Help

Student Search **Course Search**

Academic Year	<input type="text" value="09-10"/>	Course Name <small>Use wildcards (%) for more matches e.g. Mat%</small>	<input type="text"/>
Course Start Date <small>(dd/mm/yyyy)</small>	<input type="text"/>	SLC Course Code	<input type="text"/>
UCAS Course Code	<input type="text"/>		
Method of Attendance	<input type="text" value="Please Select"/>		
Campus	<input type="text" value="Please Select"/>		
Qualification	<input type="text" value="Please Select"/>	Course Type	<input type="text" value="Please Select"/>
Course Status	<input type="text" value="Please Select"/>	Course Fee Rate (£)	<input type="text"/>
Last Updated Date From <small>(dd/mm/yyyy)</small>	<input type="text"/>	Last Updated Date To <small>(dd/mm/yyyy)</small>	<input type="text"/>
Attendance Status	<input type="text" value="Please Select"/>		
Number of Records to Display Per Page	<input type="text" value="25"/>		

The Course Search page show's the following fields:

**Academic Year** – the academic year (AY) that the student information relates to.

**Course Name** – the course name can be entered (maximum 41 characters). A wildcard search can be used (%)

**Course Start Date** – the start date of the course in the format dd/mm/yyyy

**SLC Course Code** – the SLC course code can be entered in this field.

**UCAS Course Code** – the UCAS course code can be entered in this field

**Method of Attendance** – the method of attendance can be filtered for using this drop down menu.

**Qualification** – the qualification relating to the course

**Course Type** – the type of course the student is attending

**Campus** – the campus can be selected from the drop down menu

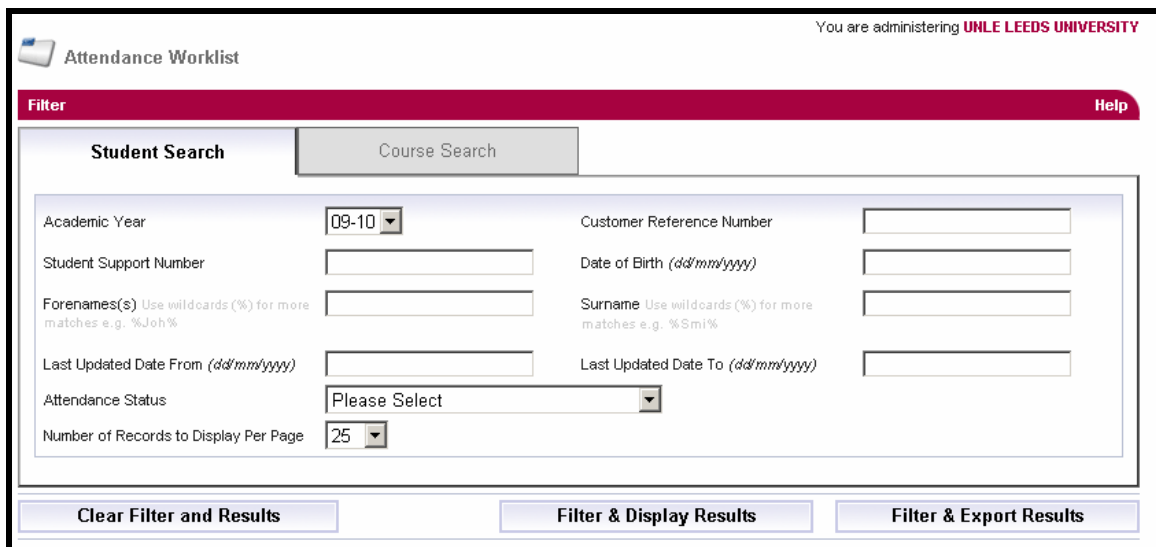
**Course Status** – the status of the course (open / closed)

**Attendance Status** – the attendance status of the student (unconfirmed / saved or saved & re-assessed). De-faulted to “Please Select”

**Last Updated Date From / To** – if data is entered into one of these fields, the other field must also be completed.

**Number of Records to Display Per Page** – the user can select to change the number of records to display per page. Max 200.

### Attendance Worklist Filter – Student Search Tab



The screenshot displays the Student Search tab on the Attendance Worklist filter. Once again the Academic Year is the only mandatory field.

**Academic Year** – the academic year (AY) that the student information relates to.

The Student Search page will show the following fields:

**Customer Reference Number** – this allows you to search for a specific Customer Reference Number (was also referred to as ART ID).

**SSN** – the student support number.

**Forename(s) & Surname** – the student’s surname and forename (if one field is entered the other must be completed also). Maximum 50 characters.

**Date of Birth** – date of birth of the student (dd/mm/yyyy)

**Attendance Status** – the attendance status of the student (unconfirmed / saved or saved & re-assessed). De-faulted to “Please Select”

**Last Updated Date From / To** – if data is entered into one of these fields, the other field must also be completed.

**Number of Records to Display Per Page** – the user can select to change the number of records to display per page. Max 200.

On both the Course and Student Search tabs the options to **Clear Filter and Results**, **Filter & Display Results** and **Filter & Export Results** are all provided.

**Clear Filter and Results** – this clears all entered details and reverts to the initial screen. If a search has been performed the list of student’s information will also be removed.

**Filter & Display Results** – this performs a search over the entire student details contained within the system and retrieves the ones that match the search criteria entered by the user.

**Filter & Export Results** – this performs a search over the entire student details contained in the system and retrieves the ones that match the search criteria given by the user. The user will then be given the option to select which file format they wish to export and the opportunity to name the export file.

If the user selects to export the results from either route, the system will export all of the details that would have been returned on the screen in one file.

On both the “*Student Search*” & “*Course Search*” the user is able to filter on the **Attendance Status** of the student(s). If the user does not wish to filter on attendance status this field should be left as the “*Please Select*” default.

Under the previous process when an HEI imported an ACR file into their systems from the Electronic Link Platform (ELP) the attendance column was always blank ready for the HEI to populate with the relevant attendance code. As an HEI can save an attendance code prior to submission within SIS, users should be aware that if a filter option is not selected on the Attendance Status drop down box there is a strong possibility that the filter results will contain some records where an attendance code is already populated.

**Note!** **Some HEIs internal systems may not be set up to cope with an attendance code being populated in the final column of the attendance confirmation export. HEIs should ensure that their systems are set up to accept an attendance code before exporting. If not then they should select “Awaiting Attendance Confirmation” from the Status filter criteria before they export the details.**

## **Attendance Worklist – Filter & Display Results**

The Filter & Display Results button performs a search over the entire attendance worklist details contained in the system and retrieves the ones that match the search criteria given by the user and where an attendance confirmation is required. This will not be displayed if the results section is displayed. The system will return all students for the HEI which meet the criteria entered.

If the HEI user administering is a “Parent” HEI, the system will return the details of all students at both the Parent HEI and any associated Child HEIs. If the user is administering a Child HEI, the system will return the details of all students at the Child HEI only. Like the Student Information Filter the results page the results will be ordered by surname and the user can also re-sort the columns using the headers. The SSN will be a link which will take the user to the relevant Detailed Student Information Page.



Attendance Worklist You are administering UNLE LEEDS UNIVERSITY

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**Filter** Help

**Student Search**

Academic Year:

Course Start Date (dd/mm/yyyy):

UCAS Course Code:

Method of Attendance:

Qualification:

Campus:

Course Fee Rate (£):

Last Updated Date From (dd/mm/yyyy):

Number of Records to Display Per Page:

**Course Search**

Course Name Use wildcards (%) for more matches e.g. Mat%:

SLC Course Code:

Course Type:

Course Status:

Last Updated Date To (dd/mm/yyyy):

---

**Outstanding Attendance Confirmations**

Unconfirmed (879) | Saved (18) | Saved & Reassessed (0)

SSN	Full Name <sup>1</sup>	DoB	Course Name	Course Year	SLC Course Code	Tuition Fee Loan Amount (£)	Tuition Fee Grant Amount (£)	Tuition Fee Payable Amount (£)	Total Tuition Fee Loan Amount (£)	Attendance Code
SFDU09518297G	A.AULCHHAIX, DIGXAYBXJU	08/11/1971	ACCOUNTING & COMPUTING	1	169552	0.0	0.0	0.0	0.0	<input type="text" value="Please Select"/>
SFDU09518688R	A.AYRTNOWEQ, PDTBSRUEUB	08/11/1971	ACCOUNTING & COMPUTING	1	169552	0.0	0.0	0.0	0.0	<input type="text" value="Please Select"/>
SFDU09520565V	A.AYTKKTABK, FZCNCIKBMI	08/11/1971	ACCOUNTING & COMPUTING	1	169552	0.0	0.0	0.0	0.0	<input type="text" value="Please Select"/>
SFDU0955224B	A.AZELQOEKX, FZYVUUCVJI	08/11/1971	ACCOUNTING & COMPUTING	1	169552	0.0	0.0	0.0	0.0	<input type="text" value="Please Select"/>
SFDU09525031H	A.AZGAJGSDU, AFMNTWJUMJ	08/11/1971	ACCOUNTING & COMPUTING	1	169552	0.0	0.0	0.0	0.0	<input type="text" value="Please Select"/>
SFDU09593037K	A.AZQPWXXGHU, UJHXKKUUG	08/11/1971	ACCOUNTING & COMPUTING	1	169552	0.0	0.0	0.0	0.0	<input type="text" value="Please Select"/>

The above screenshot shows the results of a filter where no attendance status has been selected by the user. The results shown are split out over the following three tabs:

- Unconfirmed** - where no attendance confirmation is saved
- Saved** - attendance code “saved” but not yet “submitted”
- Saved & Reassessed** - where an attendance code has been saved and a reassessment has since been received

The number of records returned for each tab will be shown in brackets next to the heading and the fields shown. It is from this page that the HEI user can choose to save or submit an attendance code for each student record.

**Note!** Records will only be displayed under the ‘Saved & Reassessed’ tab when the reassessment is a tuition fee loan amendment.

## Unconfirmed Tab

Attendance Worklist You are administering **UNLE LEEDS UNIVERSITY**

---

**Filter** Help

**Student Search**

Academic Year:

Student Support Number:

Forenames(s) Use wildcards (%) for more matches e.g. %Joh%:

Last Updated Date From (dd/mm/yyyy):

Number of Records to Display Per Page:

**Course Search**

Customer Reference Number:

Date of Birth (dd/mm/yyyy):

Surname Use wildcards (%) for more matches e.g. %Smi%:

Last Updated Date To (dd/mm/yyyy):

---

**Outstanding Attendance Confirmations**

Unconfirmed (1)

SSN	Full Name†	DoB	Course Name	Course Year	SLC Course Code	Tuition Fee Loan Amount (£)	Tuition Fee Grant Amount (£)	Tuition Fee Payable Amount (£)	Total Tuition Fee Loan Amount (£)	Attendance Code
<a href="#">SFDU09518297G</a>	A.AULCHHAIX, DIGXAYBXXLU	08/11/1971	ACCOUNTING & COMPUTING	1	169552	0.0	0.0	0.0	0.0	<input type="text" value="Please Select"/>

PLEASE ENSURE THAT THE ATTENDANCE CODES YOU SUBMIT ARE CORRECT

1 records found  
Displaying page 1 of 1

**Unconfirmed Tab** – the following fields will be shown:

- SSN (this is a link to the Detailed Student Information page)
- Full Name
- Date of Birth
- Course Name
- Course Year
- SLC Course Code
- Tuition Fee Loan Amount (£)
- Tuition Fee Grant Amount (£)
- Tuition Fee Payable Amount (£)

From this tab the user can select the attendance code required from the dropdown box in the last field of each row and either **Save** or **Submit** the relevant code by clicking the appropriate buttons at the bottom of the page. If the record is '**Saved**' it will move to the 'Saved' tab.

## Saved & Saved & Reassessed Tab

Attendance Worklist
Filter
Help

Student Search

Academic Year:

Student Support Number:

Forenames(s):

Last Updated Date From:

Number of Records to Display Per Page:

Course Search

Customer Reference Number:

Date of Birth:

Surname:

Last Updated Date To:

Clear Filter and Results
Export Results

**Outstanding Attendance Confirmations**

Unconfirmed (0) | **Saved (1)** | Saved & Reassessed (0)

	SSN	Full Name	DoB	Course Name	Course Year	SLC Course Code	Tuition Fee Loan Amount (£)	Tuition Fee Grant Amount (£)	Tuition Fee Payable Amount (£)	Total Tuition Fee Loan Amount (£)	Attendance Code
<input type="checkbox"/>	<a href="#">SFDU09559432X</a>	ABDYFAZLSZ, RMGIYJZJVZ	08/11/1971	ACCOUNTING & COMPUTING	1	169552	0.0	0.0	0.0	0.0	L

Select All Displayed

PLEASE ENSURE THAT THE ATTENDANCE CODES YOU SUBMIT ARE CORRECT

Submit

1 records found  
Displaying page 1 of 1

The same fields will be displayed on these tabs as are shown on the **Unconfirmed** tab. The only difference is that the Attendance Code field will display the code that has previously been saved. There is no way to directly change the attendance code for the students on this tab. To amend a student's confirmation status the user should click on the SSN link to the student details page where this can be updated. The user will be able to select the codes they wish to submit, using the check boxes on the left hand side of the row, and then using the **Submit** button to submit the codes. A **Select All Displayed** option is also provided in order to select all records displayed. Once this option has been selected a **Deselect All** option is presented to the user.

When the user either saves or submits an attendance code the system will automatically check to ensure that the record has not been updated in the meantime. If this has occurred, the code will not be saved and a warning message will be displayed to the user. This applies to all the tabs.



# Student Loans Company

Before submitting an attendance confirmation the warning text “**Please ensure that the attendance codes you submit are correct**”. On a successful submission of an attendance confirmation the user will be presented with a message advising that the saved / submitted code has been entered successfully (shown below).

Only a submitted attendance code will trigger the payment process. The submission of a non fee paying attendance code will trigger a Change of Circumstance on the Change of Circumstance Worklist (see page 57)

Attendance Worklist

**i** The attendance codes have been submitted successfully

**Filter** **Help**

Student Search Course Search

Academic Year	<input type="text" value="09-10"/>	Customer Reference Number	<input type="text"/>
Student Support Number	<input type="text" value="SFDU09518297G"/>	Date of Birth (dd/mm/yyyy)	<input type="text"/>
Forenames(s) Use wildcards (%) for more matches e.g. %Joh%	<input type="text"/>	Surname Use wildcards (%) for more matches e.g. %Smi%	<input type="text"/>
Last Updated Date From (dd/mm/yyyy)	<input type="text"/>	Last Updated Date To (dd/mm/yyyy)	<input type="text"/>
Number of Records to Display Per Page	<input type="text" value="25"/>		

**Outstanding Attendance Confirmations**

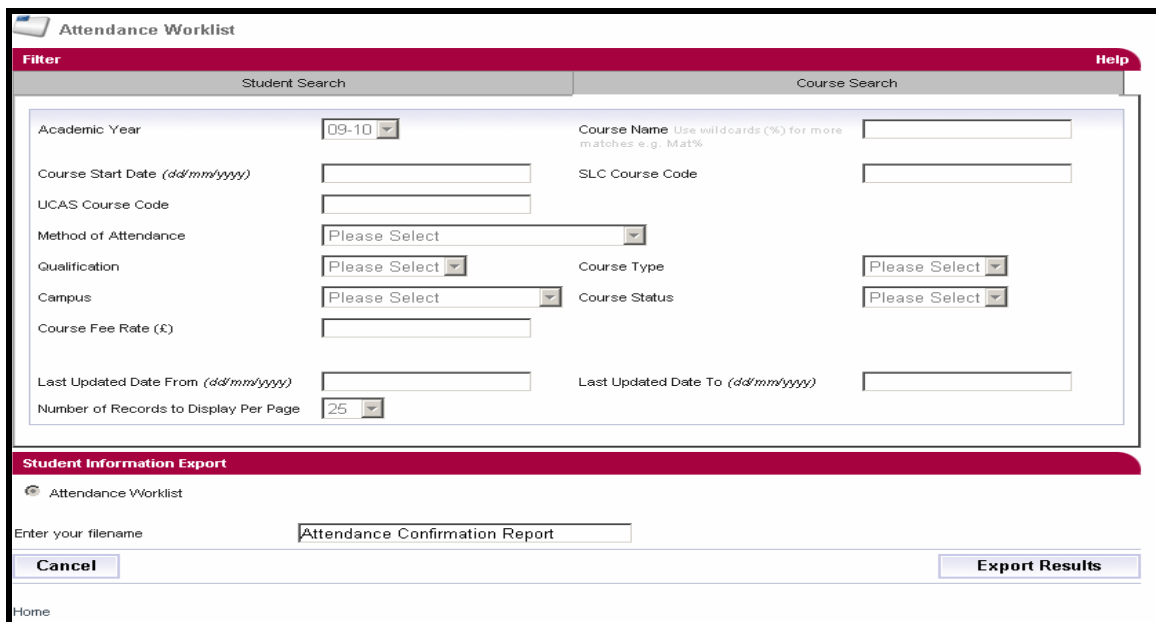
No student details found. Please change your criteria and try again

[Home](#) | [Attendance Home](#) | [Attendance Worklist](#)

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## Attendance Worklist – Export Results

The user can select to export their attendance filter worklist results directly (without viewing the results on screen) by selecting the **Filter & Export Results** button. The following screen is then displayed to the user:



The user will only be able to export the results in the Summary Student Information format. This will be selected by default. The filename will be defaulted to **“Attendance Confirmation Report”** but the user may opt to change this by over-typing the file name if required. The maximum number of records that can be exported is 50,000. If the filter returned contains more than that, an error will be shown on the screen when the **Export** option is selected.

Once the user has selected to export the results, the filter criteria is still shown on screen however it is displayed in read-only format. The export can be cancelled by selecting the **“Cancel”** button.

The export is in the same file format as the ACR file which was used in the previous attendance confirmation process. HEIs that do not wish for the final column of this export to be populated with any saved attendance codes should use the status filter.

## Confirm Ongoing Attendance

Students will re-appear back on the attendance worklist following re-assessment due to a Change of Circumstance notification being raised through SIS. When a student transfers internally they will only appear as one entry on the attendance worklist which differs to the previous process where this would have been shown as two entries on the ACR. If the a student transfers to another HEI after 1<sup>st</sup> December, and the HEI they are transferring from has not yet confirmed attendance, the student will appear on the new HEIs worklist as well as the first HEI with zero against the fees.

HEIs will have the ability to select the relevant existing attendance code:

- **A, C, F, L, N, X, S, \_or NULL**

When confirming attendance the following process will be used (this is the same as the previous process):

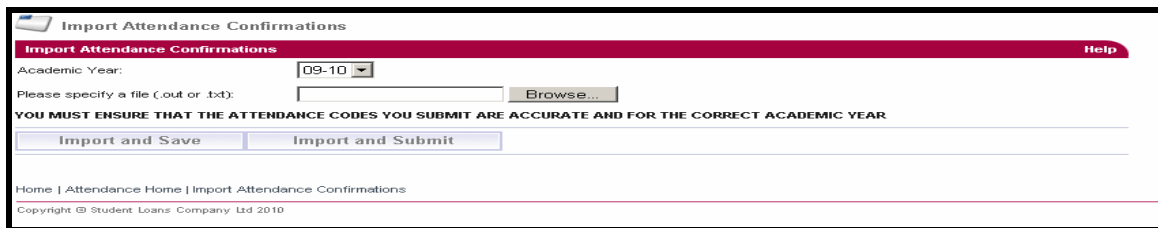
- |                     |  |
|---------------------|--|
| - If code A is used | : Payment will be released                               |
| - If code C is used | : HEI is expected to raise a CoC                         |
| - If code F is used | : HEI is expected to raise a CoC                         |
| - If code L is used | : Payment will be released                               |
| - If code N is used | : HEI is expected to raise a CoC                         |
| - If code X is used | : HEI is expected to raise a CoC                         |
| - If code S is used | : Payment will be released – HEI expected to raise a CoC |

When an attendance code is submitted that the HEI is expected to raise a CoC for, the CoC will automatically appear on the CoC Worklist.

## Import Attendance Confirmations

The Import Attendance Confirmation facility enables HEIs to import attendance confirmations from their own internal systems into the Student Information Service via a bulk file using the same format as the existing ACR file. The Technical Specification that details the file format of the import file is available on the HE Info website (<http://www.heinfo.slc.co.uk/he-services/student-information-service.aspx> )

To import an attendance confirmation file the user should select “**Import Attendance Confirmations**” from the Attendance Home tab of SIS. The following screen is then displayed.



Although it is expected that HEI users will generally be importing an Attendance Confirmation File that they have previously exported from SIS, using the Attendance Worklist Export, it will be possible for a user to create a file from scratch to import. In order to import an Attendance Confirmation file the HEI user is required to:

- select the single AY that the file contents relate to
- select the browse button to navigate to the files location
- select either Import & Save or Import & Submit button to import all records within the file. A submitted file will trigger the payment process

On importing the file real time processing will only check file type, number of rows in the file and that the file has not already been imported into SIS. The user will then receive an on screen message which will either acknowledge successful receipt of the file or be an error message. Providing that the file passes all of the real time validation steps the file will be progressed for detailed format and business rule validation, all of which will be deferred and take place offline. The results of the detailed file validation will be available within 24 hours of the file being imported into SIS.



**Note!** If the user enters an invalid file path into the text box and then clicks one of the 'Import' buttons, no error will be shown to the user and the Attendance Home page will be shown.

The file header will be made up of the following attributes in the order specified:

<b>HEI Code</b>	The identifier for the HEI. If the HEI has a UCAS Code, this will be included. If not, the SLC HEI Code will be included.
<b>HEI Name</b>	The full name of the HEI as held by SLC.
<b>Schedule Issue Date</b>	The date on which the export was created.
<b>Number of Records</b>	Number of students included in the export.
<b>Total Tuition Fee Loan Payable</b>	Total value of tuition fee loans requested by students.
<b>Total Tuition Fee Grant Payable</b>	Total value of grant payments that will be made on behalf of students.
<b>Total Tuition Fees Student Pays</b>	Total value of payments to be made by students to the HEI in question.

The student detail section will be made up of the following attributes in the order specified:

<b>Course Start Period</b>	Code indicating which period the course started in. <ul style="list-style-type: none"> <li>• AUT</li> <li>• WIN</li> <li>• SPR</li> <li>• SUM</li> </ul>
<b>Student Support Number</b>	The Student Support Number identifier.
<b>Surname</b>	Student's Surname.
<b>Forename</b>	Student's Forename.
<b>Birth Date</b>	Student's date of birth.
<b>UCAS Number</b>	UCAS student identifier.
<b>Course Code</b>	UCAS Course code if present. Otherwise the SLC course code.
<b>Course Name</b>	The name of the course being studied by the student.
<b>Course Year</b>	Year of course being which the student is studying.
<b>Course Fee Amount</b>	The total amount of tuition fees which will be paid to the HEI.



# Student Loans Company

<b>Tuition Fee Loan</b>	The loan amount requested by the student that will be paid towards the course tuition fee amount.
<b>Tuition Fee Grant</b>	The amount of grant that will be paid towards the course tuition fee amount.
<b>Tuition Fee Student</b>	The amount of tuition fees which will be paid directly to the HEI by the student.
<b>Student Status</b>	Latest Support Notification Status. <ul style="list-style-type: none"><li>• F</li><li>• P</li><li>• S</li><li>• N</li></ul>
<b>Issue Date</b>	Date of Issue from the Support Notifications.
<b>New Record</b>	Flag to confirm whether the details relate to a newly approved support notification.
<b>Revision Indicator</b>	Flag to indicate if this is a revision of an existing record. <ul style="list-style-type: none"><li>• R</li><li>• N</li></ul>
<b>Bursary Student flag</b>	Flag to indicate whether the student has had a bursary approved by the HEI through the HE Bursaries system. <ul style="list-style-type: none"><li>• Y</li><li>• N</li></ul>



<b>Valid NINO flag</b>	<p>Flag to indicate whether the student has provided SLC with a valid National Insurance number or not.</p> <ul style="list-style-type: none"><li>• Y</li><li>• N</li></ul>
<b>Disabled Distance Learner</b>	<p>Flag to indicate whether the student is a disabled distance learner.</p> <ul style="list-style-type: none"><li>• Y</li><li>• N</li></ul>
<b>Attendance Confirmation Code</b>	<p>This field will either be populated with the Attendance confirmation code the HEI has input for the student record or it will be blank.</p> <ul style="list-style-type: none"><li>• A - In attendance.</li><li>• C - Course mismatch.</li><li>• F - Student in attendance but HEI disagrees with fee.</li><li>• L - In attendance, liability disputed but HEI will resolve.</li><li>• N - In attendance, liability disputed but HEI will not resolve.</li><li>• S – Suspended.</li><li>• X - Not in attendance.</li><li>• Blank, underscore, or NULL</li></ul>

**Note!** The Course Code used in the Attendance Import file is populated with the UCAS course code if this exists and if it doesn't then it will be populated with the SLC course code. If the UCAS course code and the Course Name used for the course is not unique then the system will not update the record and return an error to the user confirming that "The course cannot be uniquely identified in SIS". In these instances the user would be required to update the attendance code manually through the screens.

## File Validations

Upon import of an attendance confirmation file the real time on-line validation will check the following:

- The file is of the expected type (i.e. ".txt" or ".out")
- The number of records in the file does not exceed 50,000
- A file containing identical content has not already been imported

As the file validation used only looks at the file content and not the file name, an imported file that has the exact same content as a previously imported file but a different filename would not pass this stage of validation. Provided all of the real time validations pass, then the basic file data will be stored in SIS and a message will be displayed on screen showing:

**"File received successfully for academic year 00/00"**

If any one of the real time validations fails then no details of the file will be saved in SIS and one of the following messages will be displayed on screen:

- The file extension is not ".out" or ".txt"
- The number of records within the file exceeds 50,000
- The file content has already been imported into SIS.

## Format & Business Rule Validations

Imported attendance confirmation files that have passed real time validation will then have detailed format and business validation performed on the contents of the file. This is completed within a maximum of 24 hours within the file being imported.

The detailed format validation checks the following:

- The file contains all fields expected and they are in the correct order
- The file contains a minimum of one record
- The HEI code in the file header is the same as the HEI logged in
- The fields no. of records and totals of the tuition fee loan / grant / student pays in the header are equal to the sum of all records for those fields. This checks that no rows have been deleted by accident.

The business rules validation will check the following:

- The record can be matched to a unique HEI, Course, Course Year, academic Year and customer within the Student Information Service.
- An attendance confirmation is required for that record
- The attendance confirmation code is one of A, C, F, L, N, S, X or 'NULL'
- The attendance confirmation has been provided against the most recent tuition fee data (i.e. the amounts in the Tuition Fee Loan, Tuition Fee Tuition Fee Student fields within the Attendance Confirmation File match those within SIS. This validation is only relevant where the attendance code is not NULL.

A single record within a file fails format validation this will not cause the file to fail. It depends on the nature of the format failure and whether this is deemed serious enough to fail only the record or the integrity of the whole file. (If one or more records have any mandatory fields missing then only these records will fail. Validation checks that the contents of all fields across every record within the imported file match those in SIS – only the contents of the fields which have been deemed relevant to the attendance confirmation process will be verified (i.e. tuition fee amounts, not Date of Birth etc).

## After Validation

Once a file has been validated successfully the following happens:

For **Saved** records:

- The Attendance Confirmation code field is updated with the attendance code that has been provided.
- The Attendance Confirmation status type is updated to “Attendance Confirmation Saved”

For **Submitted** records:

- The Attendance Confirmation code field is updated with the attendance code that has been provided.
- The Attendance Confirmation status type is updated to either “Attendance Confirmed” (if a fee paying attendance code has been submitted) or “Awaiting Reassessment” (if a non fee paying attendance code has been submitted).
- The Student information Service then notifies all the relevant internal systems within SLC of the submitted attendance confirmations which will then follow existing business processes to ensure payments are made (where a fee paying attendance code has been submitted).



## Monitor Upload Submissions

HEI Code	Filename	Date File Imported	Academic Year	Import Type	File Import Status
UNLE	<a href="#">POLC HEI Mismatch.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Attendance Code A.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Attendance Code C.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Attendance Code L.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Attendance Code F.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Attendance Code N.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Attendance Code S.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Attendance Code X.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Attendance Code _.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Submitted Successfully.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Submit Attendance Code F.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Submit Attendance Code N.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Submit Attendance Code X.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">Most Recent.out</a>	17/06/2010	2009	Submitted	Successful
UNLE	<a href="#">attendance code null.out</a>	17/06/2010	2009	Submitted	Successful

Once a file has been imported the user will be able to view the status of this in SIS and the detailed results will be able to view within 24 hours.

The user can use the following filters to determine the files that they wish to view:

- Academic Year
- Last Updated From & Last Updated To
- Import Type ( Saved / Submitted)
- File Import Status (Processing / Failed / Successful)

On clicking the **Filter** button the files submitted relevant to the filter criteria entered are then displayed. The Filename is provided along with the date the file was submitted, the Academic Year, Import Type and File Import Status. The Filename is a link to the **Attendance Confirmation Import Results** page (shown below).

If the file is still processing, the Filename link will not be available as the users can only view the detailed results once all processing has been completed.

## Attendance Confirmation Import Results

**Attendance Import Results** Help

---

**Filter Criteria**

HEI Code: UNLE

Academic Year: 09-10    Date From (dd/mm/yyyy): 17/06/2010    Date To (dd/mm/yyyy): 18/06/2010

Import Type: Saved    File Import Status: Failed

---

**Overview**

Total Records in File: 1

Number Invalid Attendance Codes: 0

Number Blank Attendance Codes: 0

Attendance Code	Number Successful	Number Failed (shown below)	Total
A	0	0	0
C	0	0	0
F	0	0	0
L	0	0	0
N	0	1	1
S	0	0	0
X	0	0	0
<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>

---

**Import Error Details**

Row Number	Error Type	Error Details
2	Business Rule Error	Attendance confirmation is not required for this student

1 records found  
Displaying page 1 of 1

The Attendance Confirmation Import Results screen breaks down each imported file that has successfully passed the file validation. The filter criteria entered on the previous page is displayed in read-only format in the top half of the screen. The remainder of the screen is split between an Overview and Import Error Details.

**Overview:** The overview breaks down the file submitted by: total number of records within the file, the number of invalid attendance codes and the number of blank attendance codes submitted. A blank attendance code refers to blank, NULL or “\_”. A breakdown of the number of each code submitted is also provided.

**Import Error Details:** Each error contained within the file is detailed by: the row number in the file that the error appears, the error type (File Format Error or Business Rules Error) and a brief explanation detailing the error.

The Error Details presented back will be one of the following:

**File Format Errors**

*“The format of the file does not match that expected for an Attendance Confirmation File”*

*“The file contains no records”*

*“The HEI code in the file header does not match the HEI the user is logged in as”*

*“Either the number of records or the tuition fee loan, grant or student pays totals in the file header do not agree with the details in the file”*

**Business Rule Errors**

*“This student cannot be matched in SIS”*

*“Attendance Confirmation is not required for this student”*

*“Invalid Attendance Code”*

*“The attendance confirmation has not been provided against the most recent tuition fee data in SIS”*

## Change of Circumstance (CoC)

The HE Student Information Service Change of Circumstance (CoC) function, which is accessed via the Student Information Service, is used to notify the student's Award Authority of any change to the student's study plan. Each individual HEI will have access to its own information through the Student Information Service. Under the previous process, HEIs completed a "Notification of Student's Change of Circumstances" form and sent this to the student's respective Award Authority by email or through the post. The form was split into six sections that cover each respective category of Change of Circumstance (CoC).

The categories covered were:

- 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 "Notification of Student's Change of Circumstances" form from the HEI, the Award Authority would re-assess and update the student's information and send the student a notification. The Student Support payments would be adjusted if required. The online process provided by the Student Information Service on the HE Portal, will allow HEI Change of Circumstance notifications to be created and submitted to the Award Authorities in real time. If the HEI Change of Circumstance notification submitted is for a Withdrawal, where possible, any future Student Support payments will be stopped by the Award Authority. HEIs can opt to submit their CoC notifications either by manually entering the information through the CoC Service screens or by importing a bulk XML file of CoCs into the CoC Service. The XML file can contain up to 500 records and covers all categories of notification.

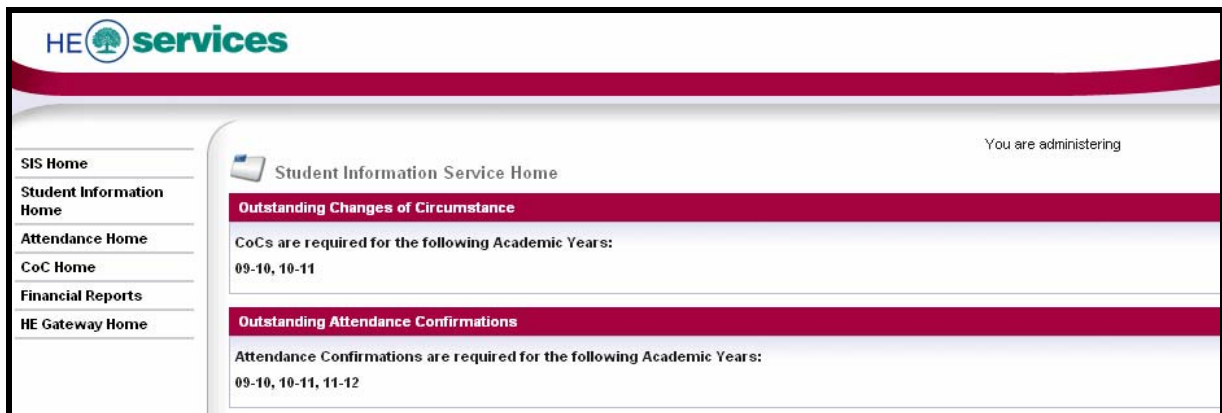
## Change of Circumstance – Validation

When a CoC is created through the portal screens or the bulk file import function, **Primary Validation** needs to be fulfilled. Primary Validation is to check when an attribute is mandatory or optional and to ensure that when the system is expecting a date, a date is entered or when it's expecting a number, a number is given. These kinds of validations are known as “format validations”.

In order for a CoC to be submitted successfully **Business Rule Validation** has to be met. This validation performs the format field validations mentioned in the previous paragraph, but also checks the business rules that a CoC has to follow.

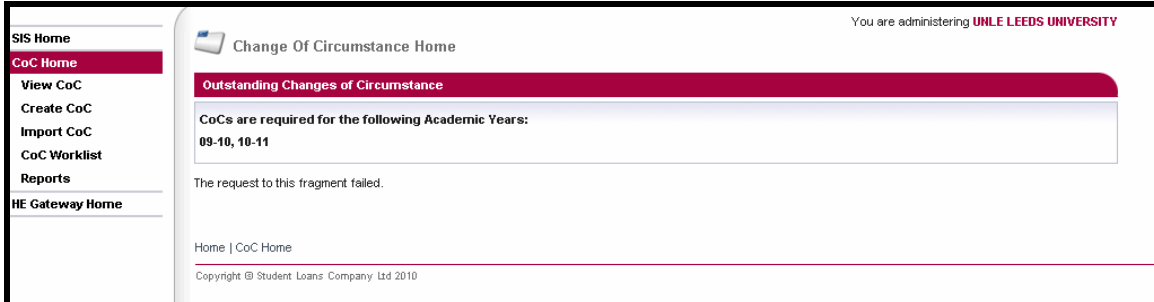
## Change of Circumstance – Home

The CoC Service is accessed via the CoC Home tab on the Student Information Service homepage. If an HEI has any outstanding change of circumstance notifications on the CoC Worklist a message will be displayed here informing HEIs that “CoCs are required for the following Academic Years” If there are no outstanding CoCs for an HEI no list will be shown.



The screenshot shows the HEI services portal interface. On the left is a navigation menu with options: SIS Home, Student Information Home, Attendance Home, CoC Home, Financial Reports, and HE Gateway Home. The main content area is titled 'Student Information Service Home' and includes the text 'You are administering'. It features two sections: 'Outstanding Changes of Circumstance' with the message 'CoCs are required for the following Academic Years: 09-10, 10-11' and 'Outstanding Attendance Confirmations' with the message 'Attendance Confirmations are required for the following Academic Years: 09-10, 10-11, 11-12'.

The **CoC Home** page is can be accessed by clicking on “CoC Home” from the Student Information Service home page.



**View CoC** – enables the user to filter and view previously saved / submitted CoCs for their institution.

**Create CoC** – enables the user to create, then save or submit CoC notifications for their institution.

**Import CoC** – enables the user to import and save or import and submit CoC notifications across all categories via an XML file.

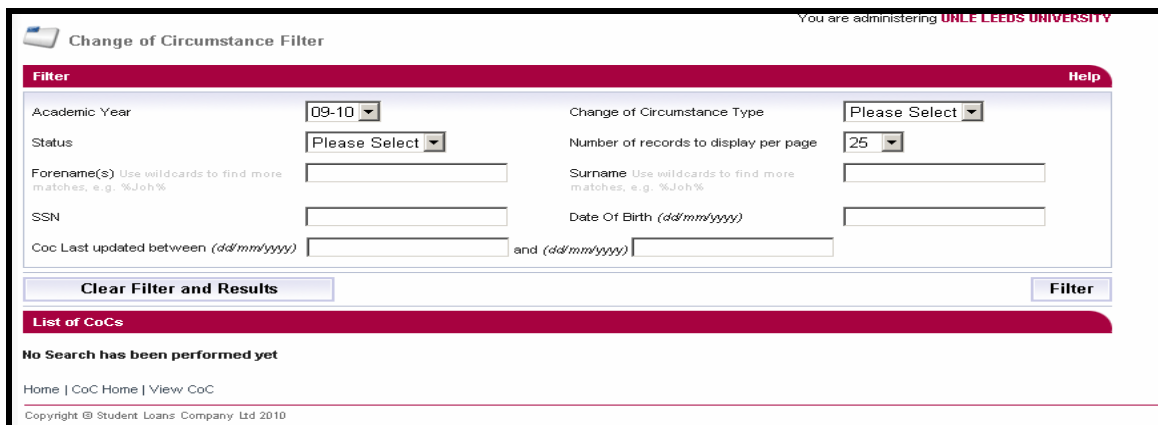
**CoC Worklist** – enables the user to filter and view any outstanding CoC notifications which have been created automatically when a user has submitted a no-fee paying attendance code. From the worklist the user is given the option to create and save / submit the CoC notification or delete the notification from the worklist if a CoC is not required.

## CoC Administration

Following an application made by a student for financial support, changes can arise which could affect his/her entitlement. The CoC Service provides a means to enter and submit HEI related CoCs which enable institutions to pass this information to SLC, who will then issue it to the respective Award Authority for processing. Before the system will permit a user to enter a CoC a contact must be given. The system will check if any contacts have already been created for the relevant institution. If the system does not find any contacts, an error message will be shown advising the user to go to the HE Gateway > Maintain Contacts screen and enter a contact for the CoC Service. If the system finds that at least one contact has already been entered, the system will then enable the user to enter the CoC information.

## View CoC

The user has the option of viewing all previously saved or submitted Change of Circumstance notifications for their own institution by selecting the *View CoC* menu option from the CoC Home page. The user will then be presented with the filter options in order to specify the CoCs that they wish to view. As previously if the user is administering on behalf of a 'Parent HEI' they will be able to view all notifications saved and submitted for their own HEI and any 'Child' HEIs. If the user is administering on behalf of a 'Child' HEI they will only be able to view notifications saved and submitted by their own institution.



The **Filter** section is then presented in order to narrow the search. The options include:

**Academic Year** – filter to select the appropriate AY to search for a CoC on. This is the only mandatory field on this page. The drop down box will be defaulted to the current academic year.

**Change of Circumstance Type** – filter detailing all six CoC categories

**Status** – filter to select if the CoC has been 'Submitted', 'Saved' or 'Failed'

**Forename / Surname** – student's name (includes wildcard search). If one is entered then the other one must also be completed.

**SSN** – student support number

**Date of Birth** – student's date of birth

**CoC Last Updated between** – date range on which to filter for CoCs. If one field is entered then the corresponding field must also be completed.

**Clear & Filter Results** – deletes all populated filters to enable the user to commence a new search.

**Filter** – triggers the search that will bring back the results relevant to the filter criteria's entered.

**No. of Records To Display** – defaulted to 25 records but can be changed to 50, 100 or 200 records.

The filters can be cleared at any point by using the **Clear Filters & Results** option.

## CoC Filter Results

Once all the required fields have been completed the results of the search can be brought back by clicking on the Filter button.

You are administering **UNLEEDS UNIVERSITY**

**Change of Circumstance Filter**

Filter
Help

Academic Year	<input type="text" value="09-10"/>	Change of Circumstance Type	<input type="text" value="Please Select"/>
Status	<input type="text" value="Submitted"/>	Number of records to display per page	<input type="text" value="25"/>
Forename(s) <small>Use wildcards to find more matches, e.g. %Joh%</small>	<input type="text"/>	Surname <small>Use wildcards to find more matches, e.g. %Joh%</small>	<input type="text"/>
SSN	<input type="text"/>	Date Of Birth (dd/mm/yyyy)	<input type="text"/>
Coc Last updated between (dd/mm/yyyy) <input type="text" value="12/06/2010"/>		and (dd/mm/yyyy) <input type="text" value="13/06/2010"/>	

**List of CoCs - Academic Year 2009**

SSN	Full Name	DoB	CoC Type	Status	Last Updated By	Last Updated Date Time
SFDU09607421N	25URETNOTENHANCE020310, 25URETNOTENHANCE020310	03/02/1990	Transfer	Submitted	ADMINIHE1	12/06/2010 13:49:26
HAMP06003176U	Johnson, Jonathon Zach	20/01/1988	Transfer	Submitted	ADMINIHE1	12/06/2010 13:25:13
WCAR09502218W	maxcharactersurnametest50maxcharactersurnametest50, FORENAMemaxcharacterestforenamemaxcharacterest50	27/09/1995	Transfer	Submitted	ADMINIHE1	12/06/2010 13:40:04

3 records found  
Displaying page 1 of 1



# Student Loans Company

The screen displayed returned results, from the filter criteria selected by the user. This list is defaulted to alphabetical order on access. The columns of the list can be sorted in ascending or descending order by clicking on the column header. In order to see the CoC Summary of each CoC brought back on the list of CoCs section, click on the SSN of an individual CoC. The CoC Summary will be displayed. The screen shows a read only version of the information populated by the HEI CoC Administrator.

You are administering **WGLM SWANSEA METROPOLITAN UNIVERSITY**

### Change of Circumstances and Academic Year

Change of Circumstance Category:  Academic Year:

#### Course Details

UCAS Code:   
Course Name:   
Method of Attendance:

#### Student Details

SSN	Surname	Forename(s)	Date of Birth
<input type="text" value="SFDU09501865P"/>	<input type="text" value="TEST"/>	<input type="text" value="TEST"/>	<input type="text" value=""/> (dd/mm/yyyy)

#### Change of Circumstance Details

Date of Last Attendance (dd/mm/yyyy):  Date Student Left Course (dd/mm/yyyy):   
Tuition Fee Charged to Student:  Did the academic authority agree to the absence? Yes  No   
Reason for Withdrawal:   
Further explanation if required:

#### Other Course/Fee Changes

Course Tuition Fee Liability:  Course Year:

#### Contact Details - Please select the contact for this Change of Circumstance

	Title	First name	Surname	Department	Tel	Ext	Email	
<input checked="" type="radio"/>	Dame	Jenny	B	dxbgdfj	2545464646464		jennifer_ballinger@slc.co.uk	Deleted

#### Status

Status:

[CoC List](#)

Home | CoC Home | View CoC

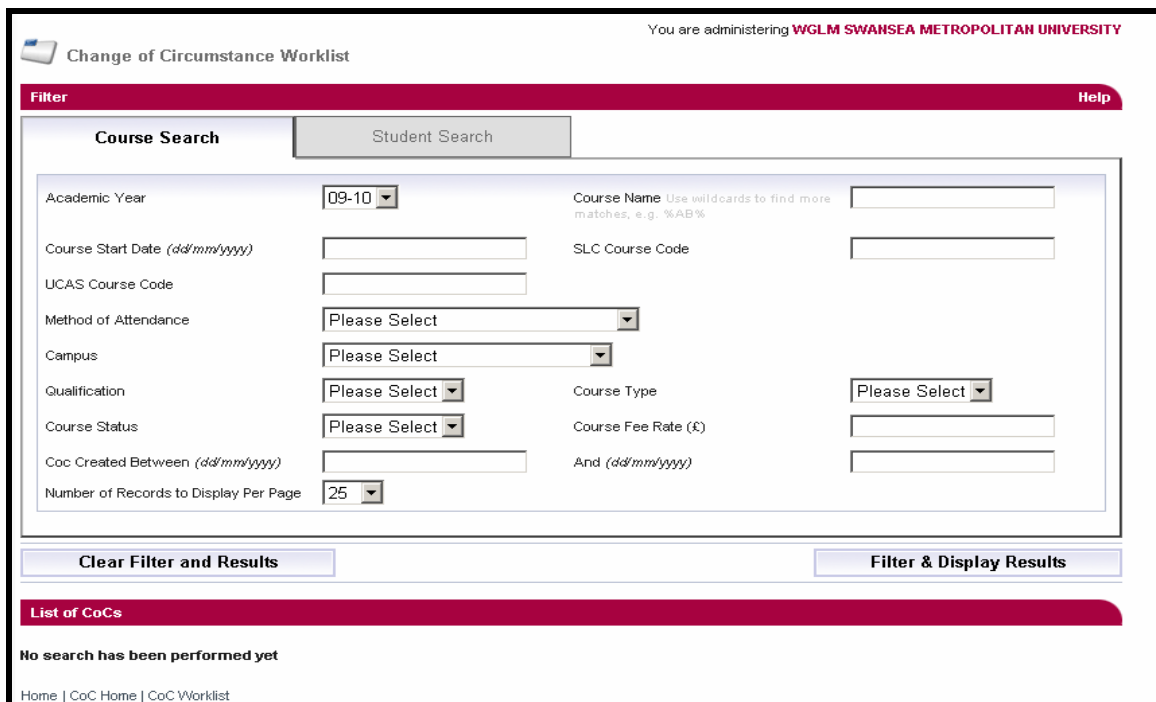
In order to return to the CoC Filter Results page click on the *CoC List* button. If a CoC in the system has any status other than 'submitted' the system provides a mechanism to return to the previous sections and edit the details of the CoC. Users can navigate between the **Summary** screen and any of the preceding screens using the **Next** and **Previous** buttons as detailed in the sections previously.

## CoC Worklist

When a CoC has been raised automatically by the system, due to a non fee paying attendance code being submitted, the user will be able to view them using the CoC Worklist. The CoC Worklist allows users to filter, view and remove CoCs which have been raised by the system.

The CoC Worklist can be accessed from the CoC homepage. The filter section is split out over two tabs, 'Course Search' and 'Student Search'.

The 'Course Search' will be displayed first and is shown by default:



The course search filter options available are:

**Academic Year** – the academic year the information relates to. This is the only mandatory field.

**Course Name** – the course name can be entered with a maximum of 41 characters. The wildcard search can be used.

**Course Start date** – start date of the course in the format dd/mm/yyyy

**SLC & UCAS** course codes

**Method of Attendance** – the method of attendance (i.e. full-time etc)

**Qualification** – the qualification relating to the course

**Course Type** – the type of course the student is attending

**Campus** – drop down menu of relevant campuses

**Course Status** – if the course is open or closed

**Course Fee Rate** – the fee rate being charged for the course

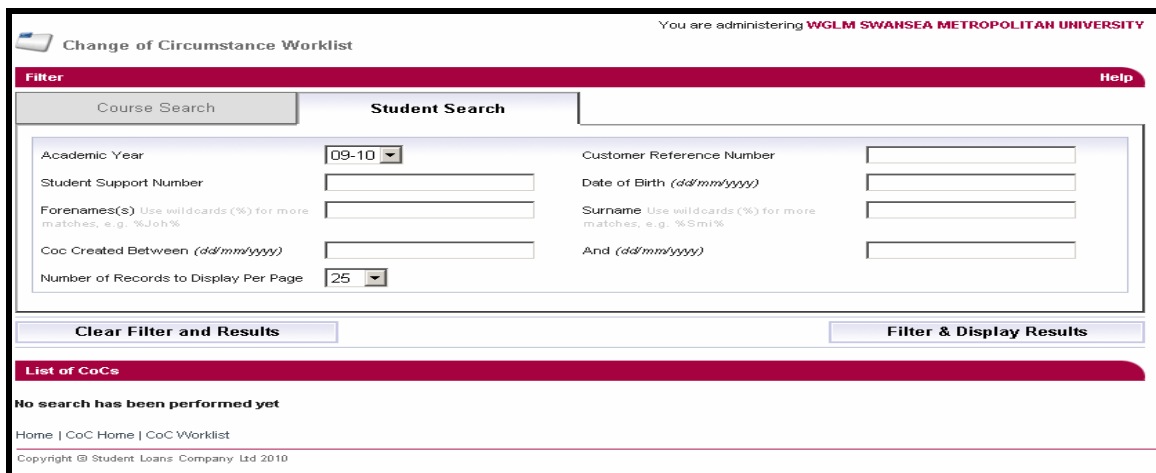
**CoC Created Between / And** – date range of when CoC was created. If one is entered then the corresponding field must also be completed.

**Number of Records To Display Per Page** – defaulted to 25 records

**Clear Filter & Results** – clears all entered details and reverts to the initial screen

**Filter** – performs a search over all student details and retrieves the ones that match the search criteria.

The Student Search filter:



The student search filter options available are:

**Academic Year** – the academic year the information relates to. This is the only mandatory field.

**Customer Reference Number & SSN**

**Forename(s)** – for the student’s forename, if known (maximum 50 characters). If forename entered, surname field must also be completed.

**Surname** – for the student’s surname, if known (maximum 50 characters). If surname entered, forename field must also be completed

**Date of Birth** – to be entered dd/mm/yyyy

**CoC Created Between / And** – date range of when CoC was created

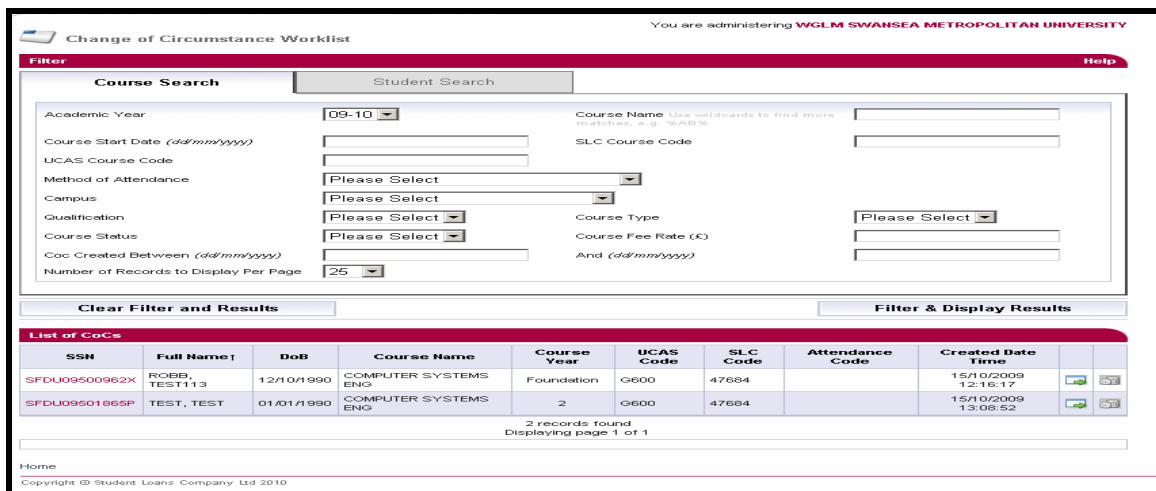
**Number of Records To Display Per Page** – defaulted to 25 records

**Clear Filter & Results** – clears all entered details and reverts to the initial screen

**Filter** – performs a search over all student details and retrieves the ones that match the search criteria.

## CoC Worklist Results

Once the filters have been entered and the **“Filter & Display Results”** option has been selected the worklist results screen will be returned:



SSN	Full Name	DoB	Course Name	Course Year	UCAS Code	SLC Code	Attendance Code	Created Date Time
SFDU09500962X	ROBB, TEST113	12/10/1990	COMPUTER SYSTEMS ENG	Foundation	G600	47664		15/10/2009 12:16:17
SFDU09501065P	TEST, TEST	01/01/1990	COMPUTER SYSTEMS ENG	2	G600	47664		15/10/2009 13:06:52

The worklist results screen will contain the filters that were selected displayed in the top half of the screen along with a list of all the student records that meet the filter criteria. The results will be ordered by surname and again the SSN will be a link through to the Detailed Student Information page. The results can also be re-ordered by the column headers.

At the end of each row against each individual student record the ‘Create CoC’ icon is displayed. On clicking this icon, the system navigates the user to the create CoC screen where they can submit the CoC for the selected student. Also at the end of each row there is a ‘Delete CoC’ link. This enables the user to delete a selected CoC from the worklist and the system. When the CoC has been deleted, the message **“The selected CoC has been removed successfully”** is displayed.

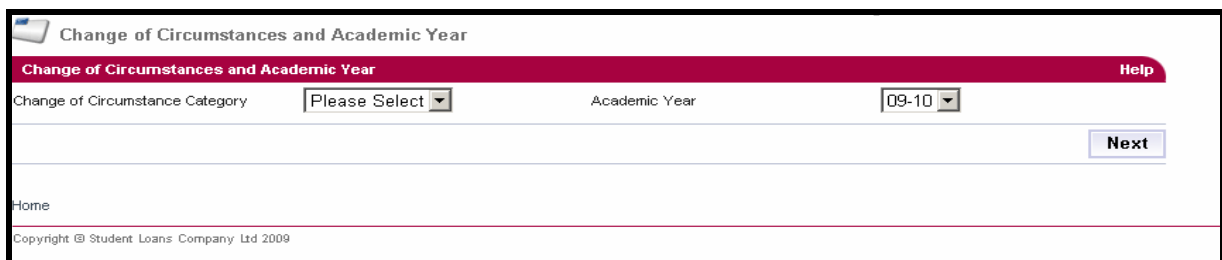
## Create a CoC

The process of creating a change of circumstance notification is accessed via the Create CoC link on the CoC Home page. This screen is only accessible by users with HEI CoC Administrator access.

The system will capture the information of the CoC in five sections. It will initially capture the CoC Category (i.e. withdrawal, suspension, transfer, etc) then capture the student details. Depending on the CoC Category, the user will be able to enter either only one student (all categories) or up to twenty students (transfer or fee change notifications only). The next step captures all the relevant CoC details followed by the Course details for the particular student(s). Contact details will then be requested and after all the information is captured a summary screen will be presented back to the user. From this screen users will be able to submit or delete the CoC. Also, depending on different conditions (covered later in this document) users will have the ability to edit and modify information for a specific section of the CoC.

The system will provide **Next** and **Previous** buttons to navigate between the screens on the Create CoC process. Each time that the **'Next'** & **'Previous'** buttons are pressed in any screen (with the exception of the Summary screen where all the fields are read only) the system will perform a data validation process over the data provided. If any validation errors are raised as part of the validation process, the system will highlight all the errors on the respective section to the user and not continue or return to the requested section. If no validation errors are raised the system will continue to the requested section.

If the 'Create CoC' is selected and the system does not find any contacts set up in the system, the message **"Prior to providing CoC details, please set up at least one Change of Circumstances contact. For this go to the 'HE Gateway > Maintain Contacts' screen and enter a contact for CoC Service"** will be displayed on the screen. The first screen the user will see on clicking **Create** will be the **Change of Circumstance and Academic Year** screen:



The user will be presented with a set of criteria to select the CoC Category that the CoC relates to, as well as the respective AY to which the CoC applies to. Select one of the CoC categories contained within the drop down box then proceed to select the relevant AY that the CoC relates to from the drop down box. The AY will always be defaulted to the current AY.

In addition, the screen will also provide a button to advance to the next section, labelled 'Next'. Once the next button is selected the system will perform format validations and if no errors are raised will proceed to the next section. If the CoC being entered is a new CoC and the user returns to this screen, they will be able to amend both the CoC category and the Academic Year. If the CoC Category is amended, any details entered into any other screens will be lost. If the user is updating a CoC which has already either been saved or has failed validation, they will only be able to update the Academic Year. The CoC Category will be greyed out and the user will be unable to update this.

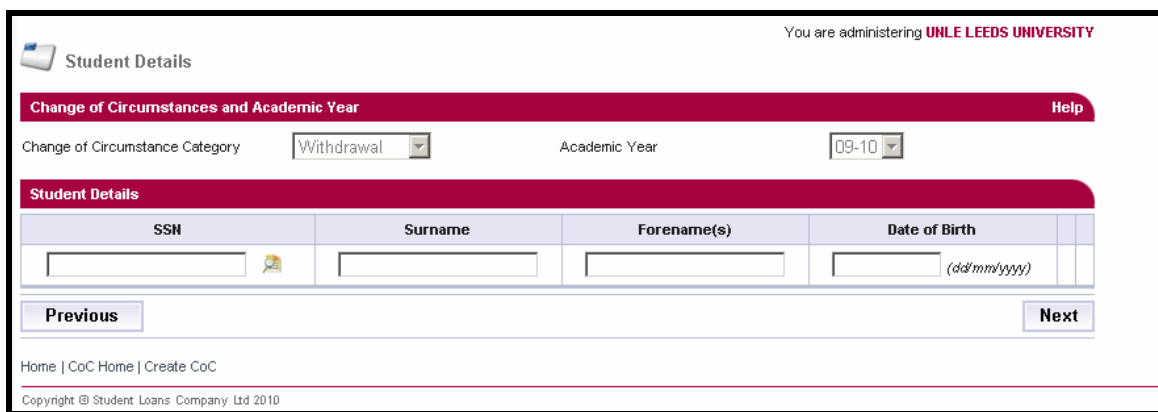
### Student Details

The next screen in the process of creating a CoC is the **Student Details** page. Once the user selects to create a CoC and enters the SSN they will be able to search for the student and if found the student's personal and course details will be automatically populated. Any field where the data has been pre-populated will still be editable by the user.

**Note!** Details will only be pre-populated where there is a valid tuition period for the HEI (i.e. where the student has attended a course at that HEI for the selected AY). If the SSN entered doesn't exist on SIS (i.e. it's not for a current application or the SSN is for a previous AY and the reassessment has not yet been received) the following error message will be displayed: ***"No details can be populated for this SSN. Please enter the details"***.

The user can either search for a student by entering an SSN or they can just enter the student details directly (this option will be available for all types of CoC).

Once the user has entered the SSN and clicked the “*Search*” button, the system retrieves and populates all the student details where there is a valid tuition period. If there has been an internal transfer the details of the new course will be returned. If the SSN is not recognised or no tuition period can be found, the error “**No details can be populated for this SSN. Please enter the details**” will be returned.



The system will display the CoC and the AY selected as a reminder. These fields will be greyed out on this page. The user can navigate to the proceeding section by clicking the ‘**Previous**’ button. Once this button has been clicked the previous page is displayed in order to change the AY and/or CoC Category.

The user will be able to enter student’s details within this screen.

**SSN** – enter the student support number

**Surname** –enter the student’s surname if known

**Forename(s)** – enter the student’s forename(s) if known

**Date of Birth** – enter the date of birth of the student if known

Format validation will be run on the information supplied on all pages when the user clicks on **Next** or **Previous**.

## Change of Circumstance Details

The system will again display the CoC and the AY selected as a reminder for the user. Depending on the CoC Category selected in the first step of the process the system dynamically displays the relevant information required to be captured for the relevant CoC category.

For all these CoC categories the system will provide a way for the user to enter:

**Course Tuition Fee Amount:** Refers to the amount of money the HEI charges the student for attending a specific course.

**Course Tuition Fee Liability:** Refers to the amount of fee loan that the student is liable for.

**Course Year:** Provides the HEI with a mechanism to inform the SLC of the correct year the student is attending.

In some of the CoC categories these attributes are already captured as part of the CoC itself. In order to avoid duplication of information the system will ensure that these attributes are already captured as part of the CoC itself. In order to do this a subsection called **Other Course / Fee Changes** will be used and the fields requested in this subsection will be selected dynamically depending on the CoC category selected.

Once the user has selected “Next” from the Student Details screen, the relevant CoC Details page will be displayed. The content of this page depends on the CoC category selected in the first screen.

If the user selects a **Transfer** or **Fee** CoC no course details will be populated.

## Course Details Screen

If the user selects a Transfer or Fee CoC, no details are pre-populated and the existing course selection process will be followed (the user can search for a course or enter the course details directly).

If the user selects any other CoC category, the system will show the option “I want to enter course details” by default but will populate the following course fields with the current details held for the selected student.

- UCAS Code
- Course Name
- Method of Attendance

## Change of Circumstance - Withdrawal

If a withdrawal CoC had been selected from the drop down list on the **Change of Circumstance and Academic Year** page – the **Withdrawal** screen below will be shown:

Change of Circumstance - Withdrawal
Help

Change of Circumstance Category	<input type="text" value="Withdrawal"/>	Academic Year	<input type="text" value="09-10"/>
---------------------------------	---	---------------	------------------------------------

<b>Change of Circumstance Details</b>			
Date of Last Attendance (dd/mm/yyyy)	<input type="text"/>	Date Student Left Course (dd/mm/yyyy)	<input type="text"/>
Tuition Fee Charged to Student	<input type="text"/>	Did the academic authority agree to the absence?	Yes <input type="radio"/> No <input type="radio"/>
Reason for Withdrawal	<input type="text" value="Please Select"/>		
Further explanation if required			
<input style="width: 100%; height: 100%;" type="text"/>			

<b>Other Course/Fee Changes</b>			
Course Tuition Fee Liability	<input type="text"/>	Course Year	<input type="text" value="Please Select"/>

<input type="button" value="Previous"/>	<input type="button" value="Next"/>
---	-------------------------------------

[Home](#)

The top section of the screen shows the category of the CoC and the Academic Year selected on the **Change of Circumstance and Academic Year** screen. This information will be greyed out and cannot be changed from this screen. (If the user wishes to amend either the CoC category or AY they should navigate back to the relevant screen using the **Previous** button, or click **Home** and begin the process again. Format validation will be run on all fields completed when the **Next** or **Previous** button is clicked. (Business Rules validation will be ran when the user selects to submit the change of circumstance).

**Date of Last Attendance** – This is the last date on which the student actually attended the course. This is a mandatory field.

**Date Student Left Course** – This is the date on which the student officially left the course. This is a mandatory field

**Tuition Fee Charged to Student** - This is the tuition fee amount charged to the student for attending the course. This is a mandatory field.

**Did the academic authority agree to the absence** – This is an indicator to show that the withdrawal reason has received approval from the HEI. This is an optional field and therefore does not have to be completed. This is a mandatory field.

**Reason for Withdrawal** – This is a mandatory field where one of the five reasons for withdrawal contained within the drop down box must be selected. This is a mandatory field.

**Further Explanation if required** – This is a free text box where the user can type in (up to 2000 characters) any further details that may help the Award Authority on reaching a decision on the CoC.

### **Other Course / Fee Changes**

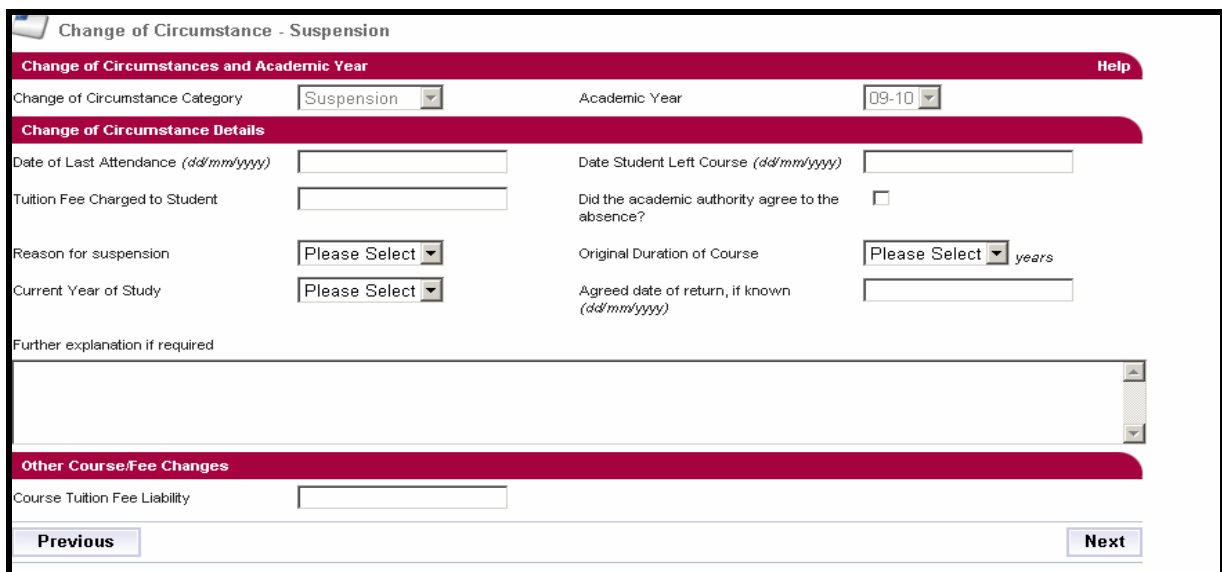
**Course Tuition Fee Liability** – This is the amount of fee loan that the student is liable for. This must not exceed the Tuition Fee Charged amount. This is a mandatory field.

**Course Year** – The course year the student that is withdrawing is currently on. If 'other' is selected a text box will appear where the user can enter the course year they want.

As explained previously the system ensures the same information is not requested twice. This is why in the “Other Course / Fee Change” sub section there is no need to capture the Tuition Fee Amount as it has been captured already. Once all the required fields have been completed, select ‘**Next**’ to move forward to the next step.

## Change of Circumstance – Suspension

If a suspension CoC had been selected from the drop down list on the **Academic Year and Change of Circumstance** page – the **Suspension** screen below will be shown:



The system will display the CoC and the AY selected as a reminder for the user. The information that is required for a **Suspension** is as follows:

**Date of Last Attendance** – This is the last date on which the student actually attended the course.

**Date Student Left Course** – This is the date on which the student officially left the course.

**Tuition Fee Charged to Student** - This is the tuition fee amount charged to the student for attending the course.

**Did the academic authority agree to the absence** – This is an indicator to show that the withdrawal reason has received approval from the HEI. This is an optional field and therefore does not have to be completed.

**Reason for Suspension** – Indicator to show the reason why the student has been suspended. The reasons are selected from a drop down box (Academic, Disciplinary, and Health, Other)

**Original Duration of Course** – The number of course years the original course was running for.

**Current Year of Study** – The year of the course that the student is suspending their studies from

**Agreed Date of Return** – if known this must be provided in date format

**Further explanation if required** – the option is provided for the user to provide further explanation for the suspension. No more than 2000 characters can be used.

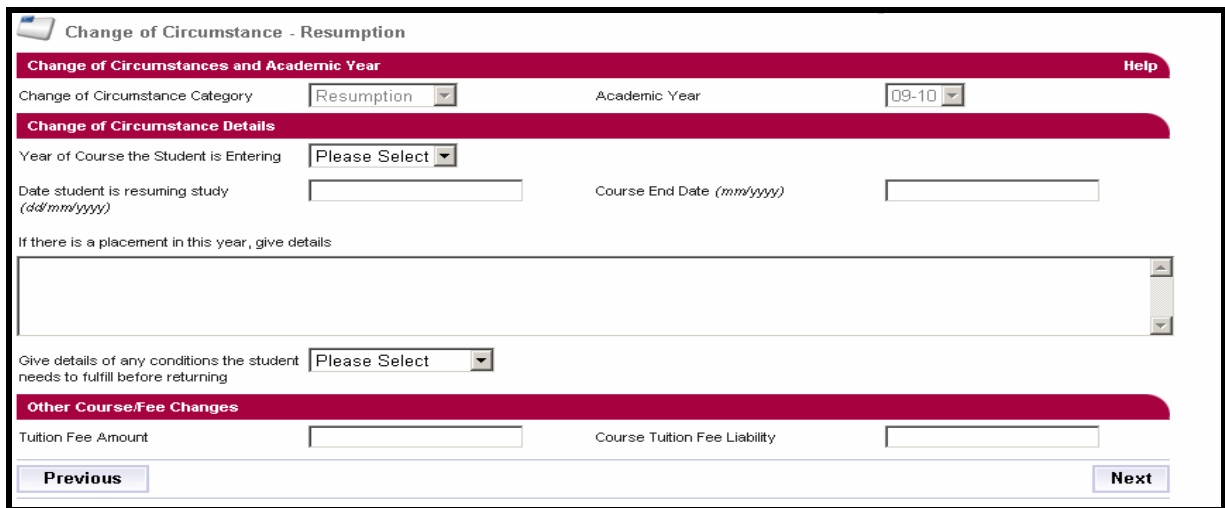
### **Other Course / Fee Changes**

**Course Tuition Fee Liability** – This is the amount of fee loan that the student is liable for. This must not exceed the Tuition Fee Charged amount.

Once all the required fields have been completed, the user selects '**Next**' to move forward to the next step.

## Change of Circumstance – Resumption

If resumption CoC had been selected from the drop down list on the **Academic Year and Change of Circumstance** page – the **Resumption** screen below will be shown:



The system will display the CoC and the AY selected as a reminder. The information that is required for Resumption is as follows:

**Year of the Course the Student is Entering** – select the year of the course the returning student is entering from the drop down box provided.

**Date Student is Resuming Study** – the date that the student is resuming their studies should be entered in date format.

**Course End Date** – the date that the course ends should be entered in date format.

**If there is a placement in this year, give details** – free text box to provide details if the student is resuming after a placement. Up to 2000 characters can be entered.

**Give details of any conditions the student needs to fulfil before returning** – drop down box where the user can select either: Examination, Medical Certificate or Other (If 'other' is selected a text box will appear and the user can enter the details required)

## Other Course / Fee Changes


**Tuition Fee Charged to Student** - This is the tuition fee amount charged to the student for attending the course.

**Course Tuition Fee Liability** – This is the amount of fee loan that the student is liable for. This must not exceed the Tuition Fee Charged amount.

Once all the required fields have been completed, select **'Next'** to move forward to the next step.

## Change of Circumstance – Repetition

If a repetition CoC has been selected from the drop down list on the **Academic Year and Change of Circumstance** page – the **Repetition** screen below will be shown:

 **Change of Circumstance - Repetition**

**Change of Circumstances and Academic Year**
[Help](#)

Change of Circumstance Category	Repetition		Academic Year	09-10
---------------------------------	------------	--	---------------	-------

**Change of Circumstance Details**

Revised Course End Date (mm/yyyy)		Period of Course to be repeated	
Student is repeating study from (dd/mm/yyyy)		Student is repeating study to (dd/mm/yyyy)	

Give the main reasons the student is repeating part of their study

Please give any further information you feel may help the Award Authority in reaching a decision on the student's entitlement to financial support

**Other Course/Fee Changes**

Tuition Fee Amount		Course Tuition Fee Liability
Course Year	Please Select	

[Previous](#)
[Next](#)

**Revised Course End Date** - the new end date of the course taking into account the repeated period of study.

**Period of Course to be repeated** - this is the period of the course that is to be repeated. To be entered in text format.

**Student is repeating study from** – date when repeating period of study is to commence. To be entered in date format.

**Student is repeating study to** – date when repeating period of study is to finish. To be entered in date format.

**Give the main reasons the student is repeating part of their study** – free text box to enter the main reasons that the student is repeating part of their study. Up to 2000 characters can be used.

**Give any further information you feel may help the Award Authority in reaching a decision on the student’s entitlement to financial support** – free text box to enter any further information. Up to 2000 characters can be used.

### **Other Course / Fee Changes**

**Tuition Fee Charged to Student** - This is the tuition fee amount charged to the student for attending the course.

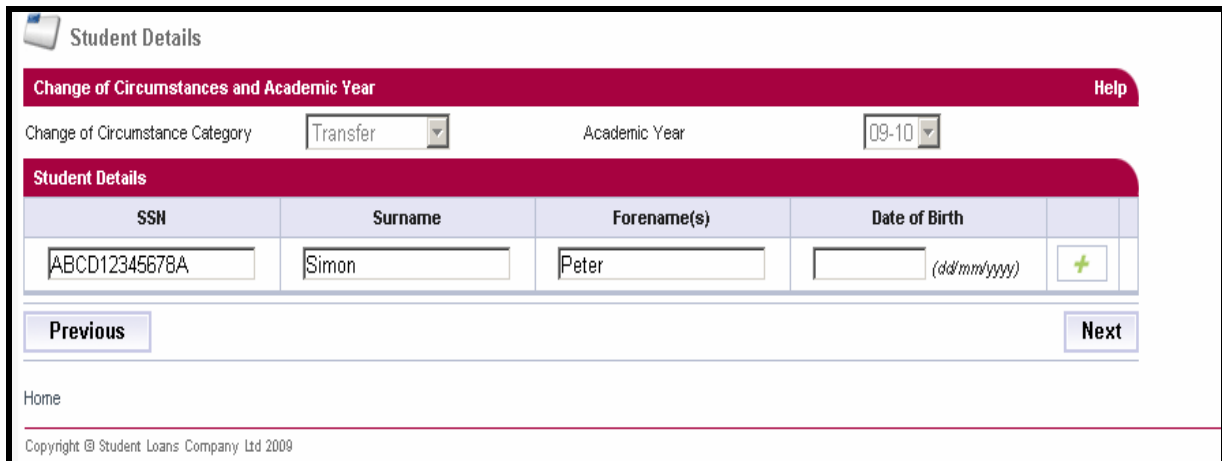
**Tuition Fee Liability** – This is the amount of fee loan that the student is liable for. This must not exceed the Tuition Fee Charged amount.

**Course Year** – The current course year of the student that is repeating a period of study.

Once all the required fields have been completed, the user selects **‘Next’** to move forward to the next step.

## Change of Circumstance – Transfer

If a Transfer CoC has been selected from the drop down list on the **Change of Circumstance and Academic Year** page the user will be able to enter the student details for up to 20 students that are all making the same transfer.



**Student Details**

**Change of Circumstances and Academic Year** Help

Change of Circumstance Category:  Academic Year:

**Student Details**

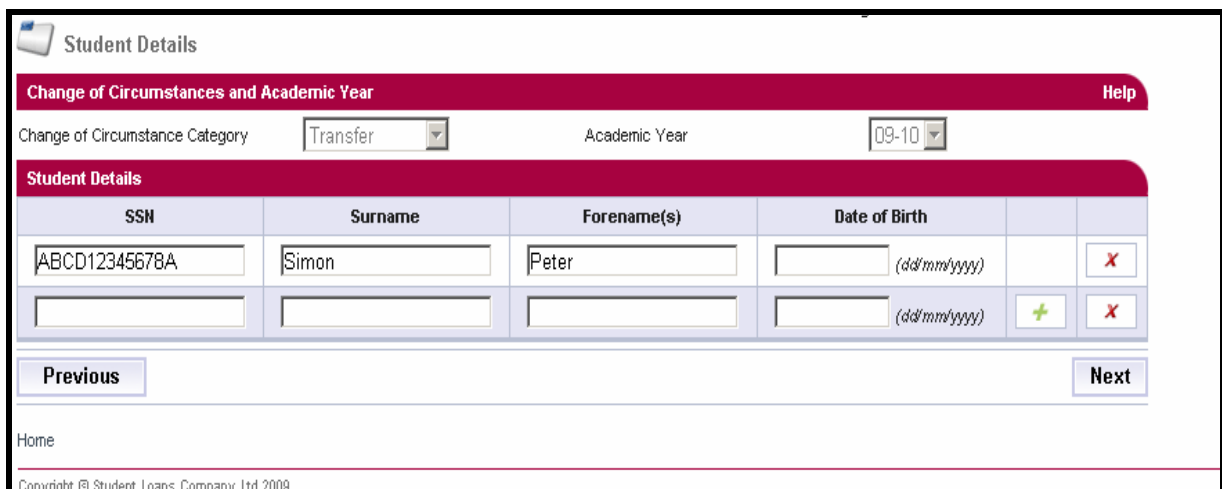
SSN	Surname	Forename(s)	Date of Birth	
<input type="text" value="ABCD12345678A"/>	<input type="text" value="Simon"/>	<input type="text" value="Peter"/>	<input type="text" value=""/> (dd/mm/yyyy)	+

[Home](#)

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Enter the student's details and if the transfer applies to more than one student the 'green plus' icon should be ticked in order to add another student. This can be done for a maximum of twenty students.

Once the details of more than one student have been entered the user can delete a student's details by selecting the 'red cross' icon:



**Student Details**

**Change of Circumstances and Academic Year** Help

Change of Circumstance Category:  Academic Year:

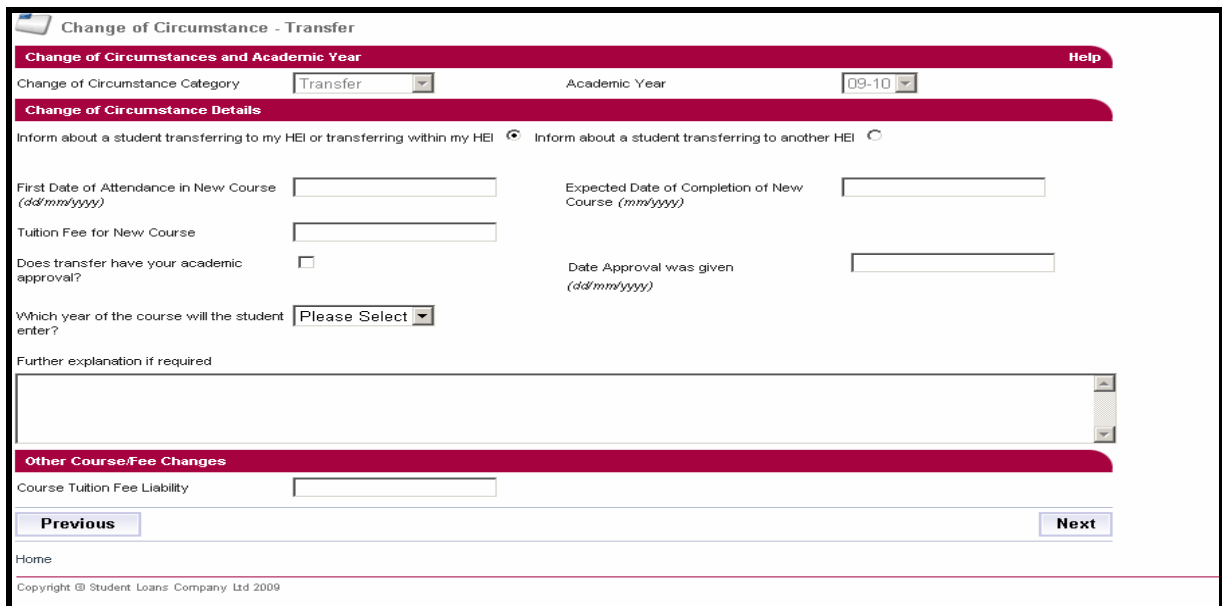
**Student Details**

SSN	Surname	Forename(s)	Date of Birth		
<input type="text" value="ABCD12345678A"/>	<input type="text" value="Simon"/>	<input type="text" value="Peter"/>	<input type="text" value=""/> (dd/mm/yyyy)		X
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value=""/> (dd/mm/yyyy)	+	X

[Home](#)

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When all the required student's details have been added, select **Next** to move onto the **Transfer** screen:



**Change of Circumstance - Transfer**

**Change of Circumstances and Academic Year** Help

Change of Circumstance Category:  Academic Year:

**Change of Circumstance Details**

Inform about a student transferring to my HEI or transferring within my HEI  Inform about a student transferring to another HEI

First Date of Attendance in New Course *(dd/mm/yyyy)*  Expected Date of Completion of New Course *(mm/yyyy)*

Tuition Fee for New Course

Does transfer have your academic approval?  Date Approval was given *(dd/mm/yyyy)*

Which year of the course will the student enter?

Further explanation if required

**Other Course/Fee Changes**

Course Tuition Fee Liability

Home

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The user will have the choice of confirming whether the transfer corresponds to a transfer **in** (the student is transferring to the HEI submitting the CoC or is changing the course or course year within the HEI submitting the CoC) or a transfer **out** (the student is attending another course in another HEI). The internal transfer choice will be defaulted as it is anticipated that this will be the most commonly used. Select the transfer type by clicking either of the radio options in the top half of the screen:



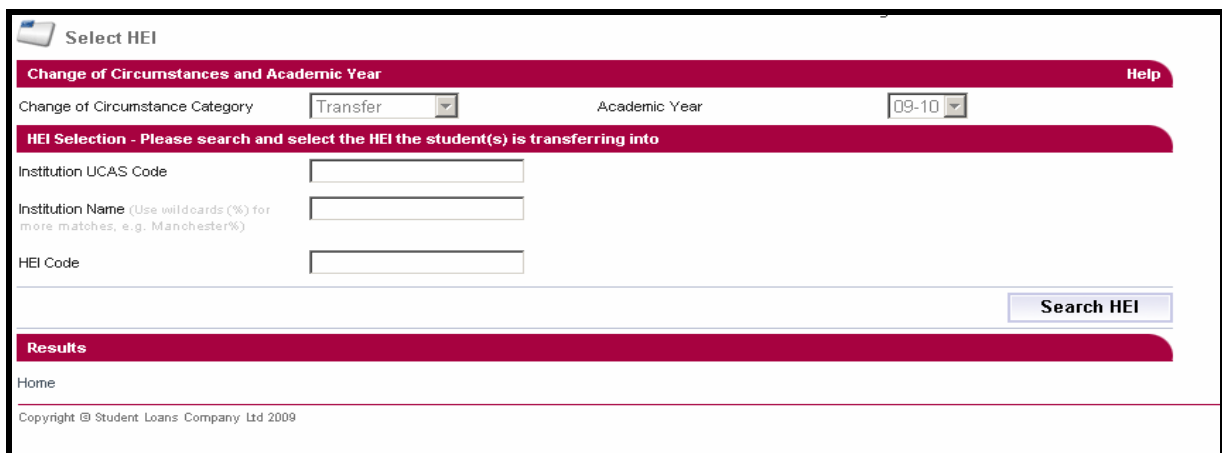
**Change of Circumstance Details**

Inform about a student transferring to my HEI or transferring within my HEI  Inform about a student transferring to another HEI

Irrespective of the transfer type, the system will capture the details of the HEI which the student will attend as a result of the transfer.

In the case of a ‘transfer-in’ it will be the HEI that is raising the CoC. The system will capture its details automatically (therefore the user will not need to provide the details of the HEI).

In the case of a ‘transfer-out’ it will be a different HEI from the one that is raising the CoC and the system will allow the user to select the new HEI.



If the user needs to inform about a transfer out, the system will present a new screen in which the user will be able to confirm which HEI the student is transferring to. In this screen the user has the ability to search for an HEI using the following options:

**Institution UCAS Code** – the four letter unique UCAS code

**Institution Name** – Institution name can be entered in free text. A wildcard search option will offer more matches.

**HEI Code** – the four letter unique HEI Code

Depending on the criteria entered in the above screen a list of one or more HEIs will then be presented back. Select the relevant HEI and click **Confirm HEI** to move to the next screen. The Confirm HEI button should only be enabled when an HEI has been selected. The **Cancel HEI Selection** option can be used to cancel the search and return to the transfer CoC details screen. A message saying “**No HEI has been selected**” will then be shown on the screen.

**HEI Selection - Please search and select the HEI the student(s) is transferring into**

Institution UCAS Code

Institution Name (Use wildcards (%) for more matches, e.g. Manchester%)

HEI Code

**Search HEI**

---

**Results**

HEI Code	Institution UCAS Code	Institution Name
<input type="radio"/> MANU	M20	MANCHESTER UNIVERSITY
<input type="radio"/> POMA	M40	MANCHESTER METROPOLITAN UNIVERSITY
<input type="radio"/> FAIF	C66	MANCHESTER CITY COLLEGE

**Cancel HEI Selection**

**Confirm HEI**

Regardless on whether the transfer is in or out, the user will then be able to provide:

**Change of Circumstance - Transfer**

**Change of Circumstances and Academic Year** Help

Change of Circumstance Category  Academic Year

**Change of Circumstance Details**

Inform about a student transferring to my HEI or transferring within my HEI  Inform about a student transferring to another HEI

First Date of Attendance in New Course (dd/mm/yyyy)  Expected Date of Completion of New Course (mm/yyyy)

Tuition Fee for New Course

Does transfer have your academic approval?  Date Approval was given (dd/mm/yyyy)

Which year of the course will the student enter?

Further explanation if required

**Other Course/Fee Changes**

Course Tuition Fee Liability

**Previous**

**Next**

Home

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**First Date of Attendance in New Course** – the first date the student(s) attends the new course after the transfer

**Expected Date of Completion of new Course** – the date when the new course ends

**Tuition Fee for New Course** – the Tuition Fee of the course the student(s) is transferring to.

**Does Transfer Have Your Academic Approval** - this is an indicator to show that the HEI agrees with the transfer. This is an optional field and therefore does not have to be completed.

**Date approval was given** – the date that the transfer was approved

**Which year of the course will the student enter**- the year of the course the transferring student(s) is entering. Select from the drop down box.

**Further explanation if required** – Free text box for further information, if required.

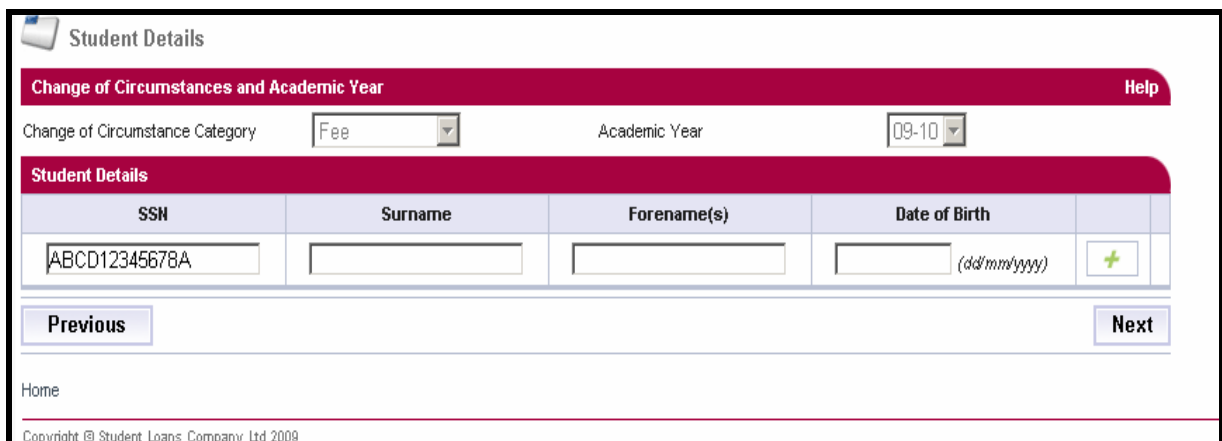
Once all the required fields have been completed, the user selects ‘**Next**’ to move forward to the next step.

### Other Course / Fee Changes

**Tuition Fee Liability** – This is the amount of fee loan that the student is liable for. This must not exceed the Tuition Fee Charged amount.

### Change of Circumstance – Fee

If a Fee CoC has been selected from the drop down list on the **Change of Circumstance and Academic Year** page the student’s details for up to 20 students that all require their fee changed can be entered.



Student Details

**Change of Circumstances and Academic Year** Help

Change of Circumstance Category:  Academic Year:

**Student Details**

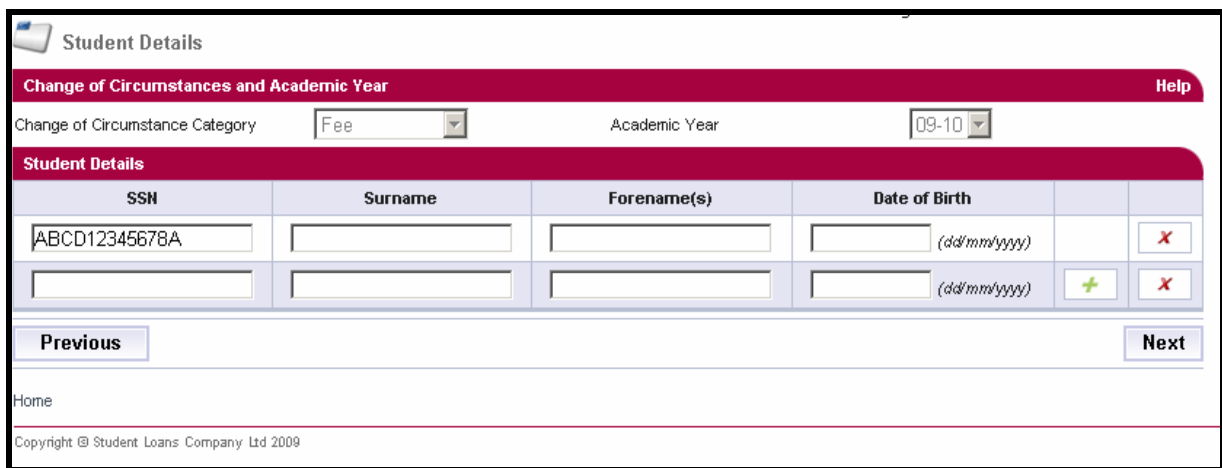
SSN	Surname	Forename(s)	Date of Birth	
<input type="text" value="ABCD12345678A"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="(dd/mm/yyyy)"/>	<input type="button" value="+"/>

[Home](#)

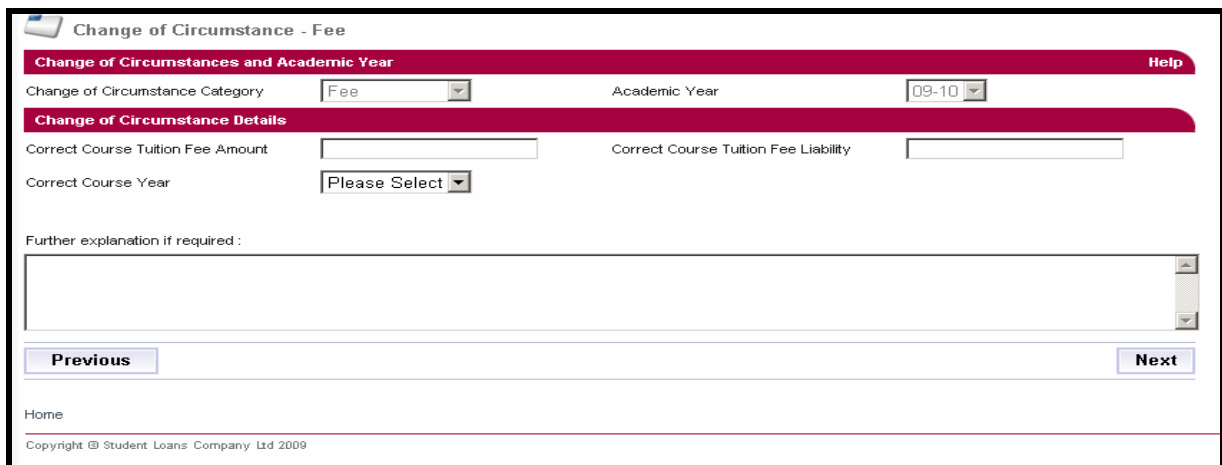
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Enter the student's details and if the fee change applies to more than one student the 'green plus' icon should be ticked in order to add another student. This can be done for a maximum of twenty students.

Once the details of more than one student have been entered the user can delete a student's details if required by selecting the 'red cross' icon:



When all the required student's details have been added, select **Next** to move onto the **Fee** screen.



**Correct Tuition Fee Amount** – the amount that the Tuition Fee should be changed to.

**Correct Tuition Fee Liability** – the amount of fee loan

**Correct Course Year** – the course year the student(s) is currently on

**Further Explanation if Required** – free text box that can be used to add any additional information.

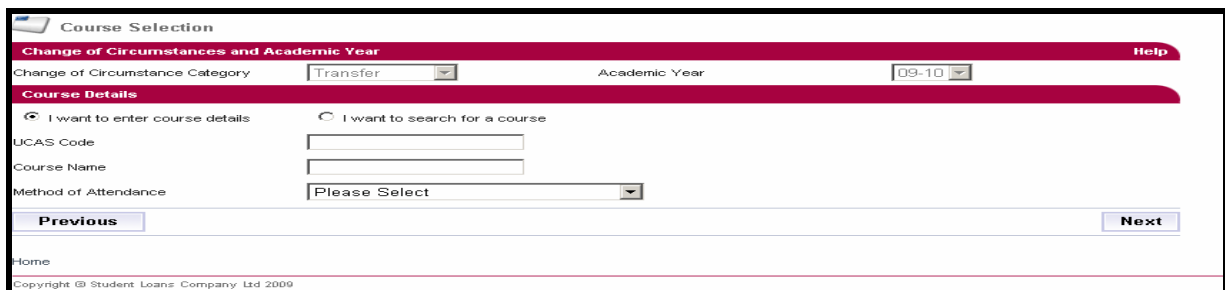
**Note!** As this section asks specifically for the Correct Tuition Fee Amount, Correct Course Tuition Fee Liability and Correct Course Year there is no need to have an “Other Fee Change” sub section.

Once all the required fields have been completed, the user selects ‘**Next**’ to move forward to the next step.

## Course Details

If a Transfer or Fee change of circumstance is raised the HEI user will be required to populate the course details. For all other categories the course details will be pre-populated from the SSN provided by the user if the user has searched for the student in the Student Details section.

If it’s a Transfer or Fee change of circumstance notification being processed: As in the other sections, the system displays the CoC type and the AY selected as a reminder.



The screenshot shows a web form titled "Course Selection". At the top, there is a red header bar with the text "Change of Circumstances and Academic Year" and a "Help" link on the right. Below this, there are two dropdown menus: "Change of Circumstance Category" set to "Transfer" and "Academic Year" set to "09-10". A second red header bar is labeled "Course Details". Underneath, there are two radio buttons: "I want to enter course details" (which is selected) and "I want to search for a course". Below the radio buttons are three input fields: "UCAS Code", "Course Name", and "Method of Attendance" (which has a dropdown menu set to "Please Select"). At the bottom of the form, there are "Previous" and "Next" buttons. A footer at the very bottom reads "Home" and "Copyright © Student Loans Company Ltd 2009".

Once the details of the Change of Circumstance and Academic Year have been provided, the **Course Details** need to be recorded. When the course transfer is a “transfer-out” to another institution, the course search will be carried out over the external HEI.



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The user will be given the option of manually entering the course details themselves (if they know them) or by searching for the particular course. Click on the relevant radio button:

I want to enter course details    Or     I want to search for a course

If the user selects to enter the course details they can then enter the UCAS Code, SLC Course Code and Course Name.

**UCAS Course Code** – if given this must contain 4 characters

**Course Name** – the name of the course (maximum of 41 characters)

**Method of Attendance** – drop down box where user can opt to input the student's method of attendance

If the option to search for course details is selected the following screen will appear:

Course Selection

Change of Circumstances and Academic Year Help

Change of Circumstance Category:  Academic Year:

Course Details

I want to enter course details     I want to search for a course

UCAS Code (Use wildcards (%) for more matches, e.g. MA%)

SLC Course Code

Course Name (Use wildcards (%) for more matches, e.g. Mat%)

**UCAS Code** – If given this must contain 4 characters

**SLC Course Code** - If this is known

**Course Name** – A maximum of 41 characters can be used. A wildcard search facility is available. If the wildcard search is done, a list of courses is returned:



**Course Selection**

**Change of Circumstances and Academic Year** Help

Change of Circumstance Category:  Academic Year:

**Course Details**

I want to enter course details  I want to search for a course

UCAS Code (Use wildcards (%) for more matches, e.g. MA%)

SLC Course Code

Course Name (Use wildcards (%) for more matches, e.g. Mat%)

SLC Course Code	UCAS Course Code	Course Name	Campus ID	Course Status	Method of Attendance
<input type="radio"/> 23384	KF49	GEOG & ENVIRONMENTAL MGMT	P	Closed	Full Time Attendance
<input type="radio"/> 23385	KF4X	GEOGRAPHY ENVIRONMENTAL MANAGEMENT	P	Closed	Full Time Attendance
<input type="radio"/> 218162		GEOGRAPHY (HUMAN) & ENVIRONMENTAL PLG		Closed	Full Time Attendance
<input type="radio"/> 218163		GEOGRAPHY (HUMAN) & HOUSING		Closed	Full Time Attendance

4 records found  
Displaying page 1 of 1

Select the correct course by clicking on the relevant SLC Course Code radio button. Once the correct course has been selected, click the **Next** button to move onto the next step in the process.

## Contact Details

As in the other sections, the section will display the CoC and the AY selected as a reminder. This will not be editable from this page. The user will need to specify contact details for the CoC being entered. Once a CoC is submitted to the relevant Award Authority, the contact details section is useful in case any clarification is required.

**Contact Details**

**Change of Circumstances and Academic Year** Help

Change of Circumstance Category:  Academic Year:

**Contact Details - Please select the contact for this Change of Circumstance**

	Title	First name	Surname	Department	Tel	Ext	Email
<input type="radio"/>	Mr	Peter	Woodside	Student Finance	0123456789	33333	peter@CoC.co.uk

Home

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A list of contacts will be displayed, select the relevant one. This list of contacts will be loaded from the ones entered through the HE Gateway whose contact type corresponds to 'CoC Contact'. Once the relevant contact has been selected, click **Next** to advance to the next section.

## Summary Details

Depending on the level of access and the CoC status the summary section allows the user to either:

- View all of the CoC related information (CoC Status, CoC Category, AY, Student(s), CoC Details, Course and Contact) all on one screen
- View details of all students entered
- Delete the CoC if it has been entered by mistake
- Save or Submit the CoC
- Go back to a previous screen and modify details of the CoC. This option is accessed via the **Previous** button.

**Change of Circumstances and Academic Year** Help

Change of Circumstance Category:  Academic Year:

---

**Course Details**

UCAS Code:

Course Name:

Method of Attendance:

---

**Student Details**

SSN	Surname	Forename(s)	Date of Birth
<input type="text" value="DUDLD3000524C"/>	<input type="text" value="Simon"/>	<input type="text" value="Peter"/>	<input type="text" value="27/04/1991"/> (dd/mm/yyyy)

---

**Change of Circumstance Details**

Date of Last Attendance (dd/mm/yyyy):  Date Student Left Course (dd/mm/yyyy):

Tuition Fee Charged to Student:  Did the academic authority agree to the absence? Yes  No

Reason for Withdrawal:

Further explanation if required:

---

**Other Course/Fee Changes**

Course Tuition Fee Liability:  Course Year:

---

**Contact Details - Please select the contact for this Change of Circumstance**

	Title	First name	Surname	Department	Tel	Ext	Email
<input checked="" type="radio"/>	Mr	Peter	Woodside	Student Finance	0123456789	33333	peter@CoC.co.uk

---

**Status**

Status:

[Home](#)

The screen displays all the 5 sections on a read only basis. This can be viewed by users with all levels of access and any CoC status.

If a contact has previously been selected, the contact should be automatically selected to remind the user which contact was originally chosen.

If a contact is selected, then subsequently deleted from the HE Portal as a contact, the deleted contact will display a “Deleted” message against the contact’s details (this should happen regardless of the CoC status and the user role).

If the CoC has been saved but not submitted as soon as this section is loaded, the system will check whether the course selected has been changed after the last time the CoC has been modified. If the course has been modified, the system will display the message to the user – ***“Course details have been modified since the last time you modified this CoC. Please ensure the course is still the one you want to use”***

## **Saving a CoC**

A button to **Save** a CoC is provided on the CoC Summary page (as long as the CoC involves only one student). This function is available to users with HEI CoC Service Administrator access only. Once the Save button is clicked the system checks if the CoC has been modified or deleted already by another user.

If the CoC has already been deleted by another user an error message will be provided to the user. The system then applies the screen behaviour for a CoC that’s status has already been deleted (i.e. the CoC is not editable and no options to delete, save or submit are given). If the CoC has been modified by another user the system does not save the CoC but displays the message **“This CoC has been altered by another user. The CoC has not been saved”**. The screen will then reflect the status of the CoC. If the CoC has not been deleted or modified the system saves the CoC information and sets the status of the CoC to Saved. A message will be shown with the text **“The CoC has been saved successfully”** and the CoC will be saved.

## Submitting a CoC

A button to **Submit** the CoC is given on the CoC Summary page. This function is available to users with HEI CoC Service Administrator access only. The CoC should only be submitted once it is ready to be sent and processed by the Award Authority. Once the **Submit** button is clicked, the system will check if the CoC has already been modified or deleted by another user.

If the CoC has already been deleted by another user an error message will be provided to the user. The system then applies the screen behaviour for a CoC that's status has already been deleted (i.e. the CoC is not editable and no options to delete, save or submit are given). If the CoC has been modified by another user the system does not save the CoC but displays the message “**This CoC has been altered by another user. The CoC has not been submitted**”. The screen will then reflect the status of the CoC.

If the CoC has not been deleted or modified the system performs data and business validation. If any validation error(s) are raised as part of the validation process, the errors will be presented back to the user and the CoC will not be saved.

Change of Circumstances and Academic Year

**The CoC has been submitted successfully to be processed by the respective Award Authority**

**Change of Circumstances and Academic Year** Help

Change of Circumstance Category:  Academic Year:

**Course Details**

UCAS Code:

Course Name:

Method of Attendance:

**Student Details**

SSN	Surname	Forename(s)	Date of Birth
<input type="text" value="DUDL03000524C"/>	<input type="text" value="Simon"/>	<input type="text" value="Peter"/>	<input type="text" value=""/>

**Change of Circumstance Details**

Date of Last Attendance (dd/mm/yyyy):  Date Student Left Course (dd/mm/yyyy):

Tuition Fee Charged to Student:  Did the academic authority agree to the absence? Yes  No

Reason for Withdrawal:

Further explanation if required:

**Other Course/Fee Changes**

Course Tuition Fee Liability:  Course Year:

**Contact Details - Please select the contact for this Change of Circumstance**

	Title	First name	Surname	Department	Tel	Ext	Email
<input checked="" type="radio"/>	Mr	Peter	Woodside	Student Finance	0123456789	33333	peter@CoC.co.uk

**Status**

Status:

[Home](#)

If the CoC has been submitted and no validation errors are raised the system will set the status of the CoC to **'Submitted'** and an acknowledgement message will be provided: **"The CoC has been submitted successfully to be processed by the respective Award Authority"** The CoC once submitted, will no longer be editable and the system will not provide any buttons to delete, save or submit.

## Returning to Edit a Section

If a CoC in the system has any status other than 'submitted' the system provides a mechanism to return to the previous sections and edit the details of the CoC. Users can navigate between the **Summary** screen and any of the preceding screens using the **Next** and **Previous** buttons as detailed in the sections previously.

If the user accesses this screen from the **Filter & List of CoCs** screen a button to return to the **CoC List** is given.

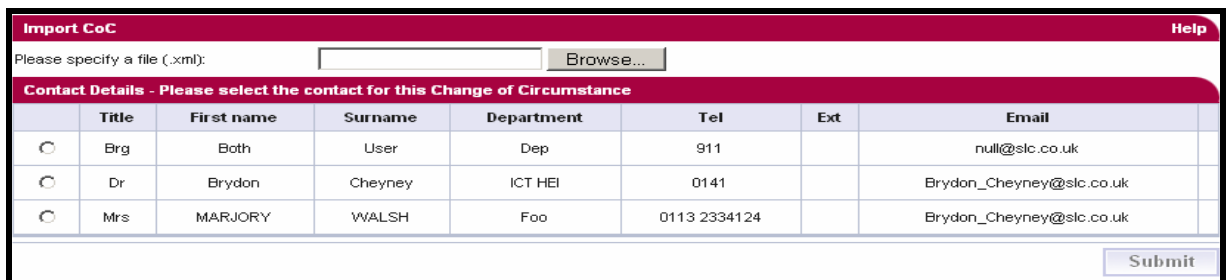
After clicking the **CoC List** the user is returned to the last CoC filter list carried out. The list will provide the user with the latest updated information for each CoC listed.

## Import CoC

This function provides a means for an HEI to upload and submit a file containing up to 500 CoCs for any academic year. The file is in a specified XML format and the user is given the ability to browse their internal file systems to the location of the saved file. Once selected, the HEI can upload the file through the HE Portal into the HE CoC service. The Technical Specification for the CoC Import file is located on the HE Info website (<http://www.heinfo.slc.co.uk/he-services/student-information-service.aspx>) The HEI user should select the **Import CoC** option from the CoC Home Page.



The HEI user is then directed to the Import CoC screen:



Import CoC								Help
Please specify a file (.xml):								Browse...
Contact Details - Please select the contact for this Change of Circumstance								
	Title	First name	Surname	Department	Tel	Ext	Email	
<input type="radio"/>	Brg	Both	User	Dep	911		null@slc.co.uk	
<input type="radio"/>	Dr	Brydon	Cheyney	ICT HEI	0141		Brydon_Cheyney@slc.co.uk	
<input type="radio"/>	Mrs	MARJORY	WALSH	Foo	0113 2334124		Brydon_Cheyney@slc.co.uk	
Submit								

The option is given to manually enter the file path of the file the user wishes to upload directly into the text field, or to **Browse** a local file directory and select the required file. For each file submission, the user must select contact details. Once the CoC is submitted to the relevant Award Authority, the contact details selected are used if any clarification is required.

Once the file to be uploaded and the contact details have been selected the user will select the **Submit** button. On submission of the file, the system performs both file **Primary** and **Business Rule** validations. Although up to 500 CoCs can be submitted at any time using the Import functionality, on submission each CoC is processed as an individual record.

File format validation will ensure that the format of the file is consistent with the format detailed in the schema and that all mandatory files have been completed.

This validation also checks whether the file has previously been submitted, that the HEI code contained within the file is the same as the HEI code of the institution which the user is administering and whether any duplicate CoCs are contained within the file (the details of the file uploaded will be saved to ensure that the same file is not submitted more than once which would create duplicate CoC records).

## Submission Results

If any validation errors occur relating to the format of the file, the processing of the submission stops and the following message is returned **“The selected file does not meet the specified file format. Please update the file and resubmit”**.

If any validation errors occur which indicate that this file has already been submitted, the system stops processing the submission and returns the message **“This file has already been submitted. Please select another”**

If the HEI Code contained within the file is different to the HEI Code of the institution which the user is currently administering, the system stops processing the submission and returns the message **“The HEI Code contained in the submitted file is different to the HEI Code of the institution currently being administered. Please update the file and re-submit”**

If any validation errors occur which indicate that there are duplicate CoCs within the file (more than one CoC where the details are exactly the same), the system stops processing the submission and return the following message **“Duplicate records have been identified within the file. Please update the file and re-submit”**

If no format validations are encountered, the following details are shown on the **Change of Circumstances Import Results** page:



Change of Circumstances Import Results				Help
Your CoC submission has been processed. The results are shown below:				
CoC Type	Number Successful	Number Failed (shown below)	Total	
Withdrawal	0	0	0	
Fee	1	11	12	
Suspension	2	22	24	
Resumption	3	33	36	
Repetition	4	44	48	
Transfer	5	55	60	
<b>Total</b>	<b>15</b>	<b>165</b>	<b>180</b>	
Import Error Details				
SSII	CoC Type	Error Type	Error Details	
AAAA11111111A	Withdrawal	Mandatory Field Error	Academic Year is a mandatory field	
BBBB22222222B	Transfer	Business Rule Error	The date of birth of the student must be before the current date	
30 records found Displaying page 1 of 5				
1 2 3 4 5				

The **Change of Circumstances Import Results** page is split into two blocks, the Import Submission Summary Results Block and the Import Submission Detailed Results Block.

## CoC Import Submission Summary Results Block

This block will provide the user with a summary of the results of the submission, for each CoC Category Type (Withdrawal, Fee, Suspension, Resumption, Repetition or Transfer). The following details will be shown:

**CoC Category** - Displays the CoC Category (Withdrawal, Fee, Suspension, Resumption, Repetition or Transfer).

**Number Successful** – Pre-populated with the number of CoCs contained in the submitted file where the CoC is submitted.

**Number Failed** - Pre-populated with the number of CoCs contained in the submitted file where the CoC status is failed.

**Total** - Displays the total number of CoCs contained within the file submission.

## CoC Import Submission Detailed Results Block

This block will provide the user with the details of any submitted records which have failed validation, for each CoC Category Type. The following details will be shown:

**SSN** – the student support number

**CoC Category** - Displays the CoC Category (Withdrawal, Fee, Suspension, Resumption, Repetition or Transfer).

**Error Type** - Displays the validation error type.

**Error Details** – Provides the user with the detailed reason for error

---

**Note!** The Change of Circumstance Import Results screen will not be saved. Once the user navigates away from this page they will be unable to go back. (To check the status of submitted CoCs the user can filter on either Submitted Saved or Failed CoCs from the View CoC Filter page)

---

If all data submitted within the Import CoC file passes validation, the following text will be shown:



**Note!** For CoCs that have failed validation, the user can use the View CoC functionality to resolve any errors and resubmit the CoC or amend their file details and resubmit a new Import CoC file.

## CoC Submission Report

The CoC Submission Report provides graphical representation of the individual HEIs CoC submission for a specific academic year; or month within a specified academic year. This same information is also displayed in table format. The report can be selected from the CoC Home page by clicking on **Reports** then **CoC Submission Report**. HEI users will be directed to the relevant report for the HEI they are administering.

You are administering **WGLM SWANSEA METROPOLITAN UNIVERSITY**

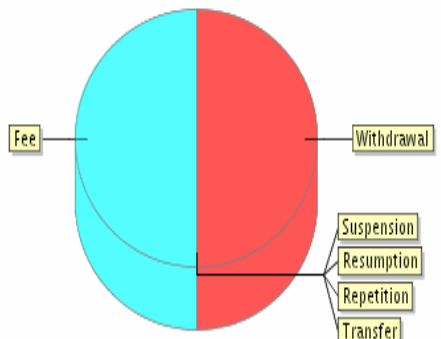
Change of Circumstance Submission Report

---

**Submission Report** Help

Academic Year  Month

**Number of CoCs submitted.**



● Withdrawal ● Suspension ● Resumption ● Repetition ● Transfer ● Fee

CoC Category	No. CoC	Percentage
Withdrawal	1	50%
Suspension	0	0%
Resumption	0	0%
Repetition	0	0%
Transfer	0	0%
Fee	1	50%
<b>Total</b>	<b>2</b>	<b>100%</b>

Home | CoC Home | Reports | CoC Submission Report

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## Financial Reporting

Previously SLC prepared Remittance Reports on a weekly basis of payments made during that period and published them on the ELP site for the user to view. Instead of publishing the Remittance Report on the ELP site, within the Financial Reporting section of the Student Information Service your HEI will have access to retrieve the appropriate report through the HE Portal. The format of the Remittance Report has not changed, it is still split out by payment type (loan or grant) and academic year so that each HEI receives multiple reports for the previous week. The HEI user can export the Remittance Report if required.

The Tuition Fee Balance Report is a new report for HEIs. Upon user request, the Tuition Fee Balance Report for the relevant academic year is displayed. This information is updated on a weekly basis.

The Financial Reports are accessed from the Student Information Service Home Page:

SIS Home
Student Information Home
Attendance Home
CoC Home
<b>Financial Reports</b>
Tuition Fee Balance Report
Remittance Report
HE Gateway Home

Users will require the 'HEI Report Advisor' access role in order to view the Financial Reports. The reports available are as follows:

**Tuition Fee Balance Report:** this report provides details of the amount of tuition fees which are paid, scheduled and blocked for a chosen academic year.

**Remittance Report:** this report provides details of the students for whom the user's HEI has received tuition fee payments the previous week.

## Tuition Fee Balance Report

The Tuition Fee Balance Report provides graphical representation of your Tuition Fee Breakdown and summary for a specific academic year. This same information is also displayed in table format. The report can be selected from the Financial Reports Home page by clicking on **Tuition Fee Balance Report**. HEI users will be directed to the relevant report for the HEI they are administering.

The Academic Year must be selected from the dropdown list provided. The current academic year is selected by default. Once the Academic Year and the Display button have been selected, the system then returns the report details relating to the HEI and the Academic Year.

The Tuition Fee Summary table displays the total value of fees expected to be paid to the HEI for the selected academic year, the total number of expected students and the total number of students associated with temporary courses for the latest report date.

The Tuition Fee Breakdown table show's the breakdown of "Total Value of Fees Expected to be Paid".

The following categories with calculated values and percentages are shown:

- Student Attendance Not Confirmed
- Student Attendance Confirmed (Payments Scheduled)
- Students Awaiting Reassessment
- Blocked Fee Payments
- Fees Paid

A total of these amounts will also be shown at the bottom of the table.

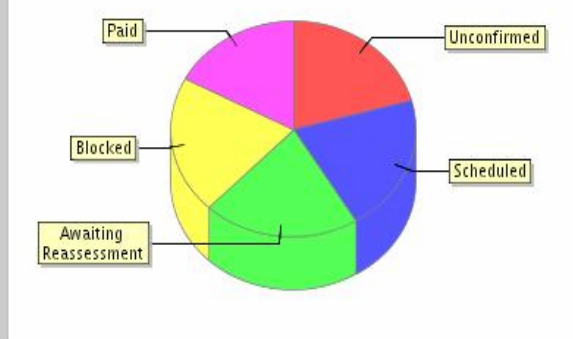
**Report Data: 15/04/2009** **Help**

Academic Year

Tuition Fee Summary	
<b>Total Value of Fees Expected to be Paid</b>	£3,219.00
<b>Total Number of Students Expected</b>	300
<b>Total Number of Students Associated with a Temporary Course</b>	666

Tuition Fee Breakdown		
Type	Value	Percentage
Student Attendance Not Confirmed	£666.00	21%
Student Attendance Confirmed (Payments Scheduled)*	£666.00	21%
Students Awaiting Reassessment	£666.00	21%
Blocked Fee Payments	£666.00	21%
Fees Paid	£555.00	17%
<b>Total</b>	<b>£3,219.00</b>	<b>100%</b>

### TUITION FEE BALANCE REPORT



● Unconfirmed   
 ● Scheduled   
 ● Awaiting Reassessment   
 ● Blocked   
 ● Paid

Overpayments	
Academic Year	Value
09-10	£3,000.00
08-09	£3,000.00

\* The total Overpayment of £6,000 will be deducted from the next scheduled payment

Home | Financial Reports | Tuition Fee Balance Report Back to Top ↑

The Overpayments table includes a row for each Academic Year (AY) for the HEI where an overpayment has been made and the value of the overpayment.

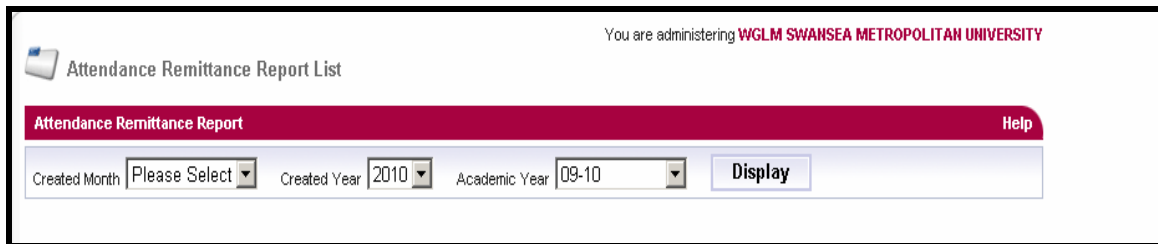
The footer of the table will include the message "\*Overpayment of £X will be deducted from the payment amount scheduled above" (where X is the sum of the recovery amounts for all academic years for your HEI).

If data is not available for the academic year selected the message is shown "No tuition fee details are available for the selected academic year"

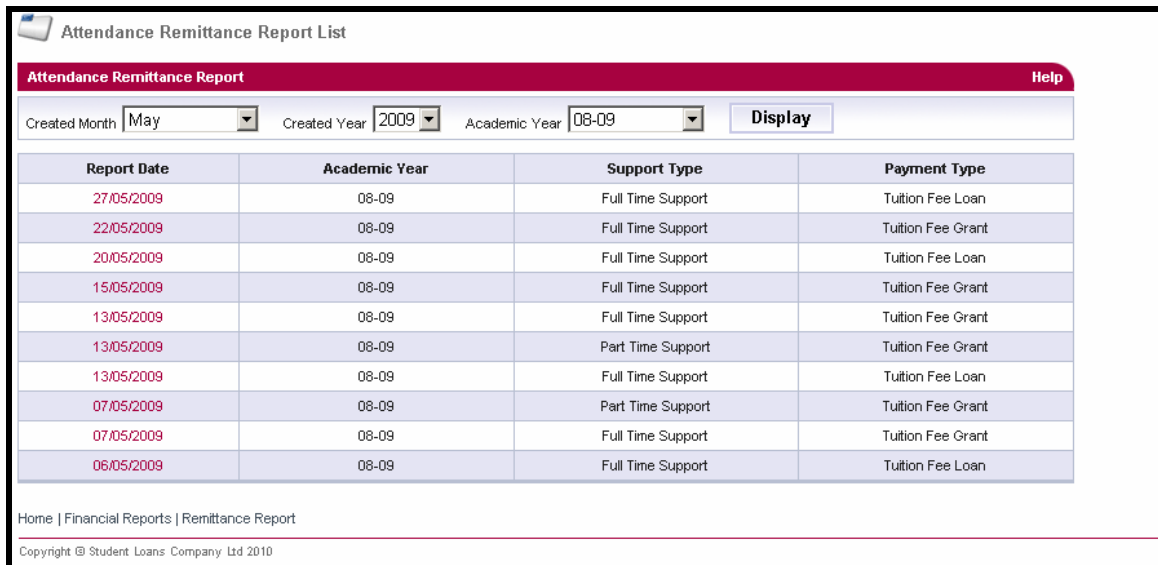
The Tuition Fee Balance Report also displays as a graphical representation of the Tuition Fee Breakdown table for the HEI. A coloured key is provided underneath the pie chart for reference. If a breakdown of these totals is required to student level this can be obtained by filtering on the student details within the Student Information section.

## Tuition Fee Remittance Report

The Remittance Report is accessed from the Financials Reports Home by clicking on the **Remittance Report** tab. The user is then prompted to use the filter to define the exact report that they wish to view.



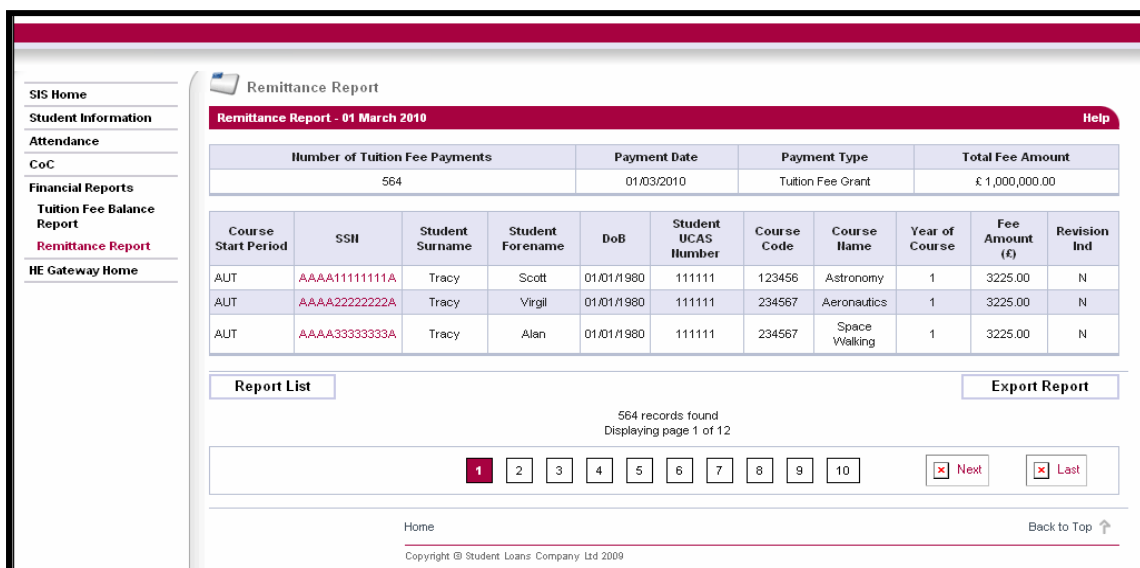
The report is defaulted to the current academic year although this can be amended by using the drop down box to as far back as AY 06/07. The user is also prompted to select the month and the year that the report was created. Once the required filters are chosen the **Display** button should be selected to display the filter results.



Report Date	Academic Year	Support Type	Payment Type
27/05/2009	08-09	Full Time Support	Tuition Fee Loan
22/05/2009	08-09	Full Time Support	Tuition Fee Grant
20/05/2009	08-09	Full Time Support	Tuition Fee Loan
15/05/2009	08-09	Full Time Support	Tuition Fee Grant
13/05/2009	08-09	Full Time Support	Tuition Fee Grant
13/05/2009	08-09	Part Time Support	Tuition Fee Grant
13/05/2009	08-09	Full Time Support	Tuition Fee Loan
07/05/2009	08-09	Part Time Support	Tuition Fee Grant
07/05/2009	08-09	Full Time Support	Tuition Fee Grant
06/05/2009	08-09	Full Time Support	Tuition Fee Loan

Home | Financial Reports | Remittance Report  
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The Remittance Report List screen is then returned. This brings back all the reports that match the filter criteria entered on the Attendance Remittance Report Filter. This screen splits out each report by report date, support type (either full time or part time) and payment type (either tuition fee loan or tuition fee grant). The report date is a link that when clicked, takes the user to the relevant Remittance Report:



**Remittance Report - 01 March 2010** [Help](#)

Number of Tuition Fee Payments	Payment Date	Payment Type	Total Fee Amount
564	01/03/2010	Tuition Fee Grant	£ 1,000,000.00

Course Start Period	SSN	Student Surname	Student Forename	DoB	Student UCAS Number	Course Code	Course Name	Year of Course	Fee Amount (£)	Revision Ind
AUT	<a href="#">AAAA11111111A</a>	Tracy	Scott	01/01/1980	111111	123456	Astronomy	1	3225.00	N
AUT	<a href="#">AAAA22222222A</a>	Tracy	Virgil	01/01/1980	111111	234567	Aeronautics	1	3225.00	N
AUT	<a href="#">AAAA33333333A</a>	Tracy	Alan	01/01/1980	111111	234567	Space Walking	1	3225.00	N

Report List [Export Report](#)

564 records found  
Displaying page 1 of 12

1 2 3 4 5 6 7 8 9 10 [Next](#) [Last](#)

Home [Back to Top](#)

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The summary block, in the top section of the screen, displays the number of tuition fee payments, payment date, payment type and total fee amount for the reporting period. The student table lists all of the student details that make up the tuition fee payment total for the report. The columns of the report can be sorted in ascending or descending order by clicking on the column header.

**Course Start Period** – denotes if the course starts in Autumn, Winter, Spring or Summer

**SSN** – The Student Support Number (this is also a link to the Detailed Student Information screen)

**Student Surname / Forename(s)** – The Student’s forename & surname

**DoB** – The student’s date of birth

**Student UCAS Number** – the unique identifier given to the student by UCAS

**Course Code** – the SLC course code

**Course Name** – the name of the course

**Year of Course** – the year of the course that the student is studying

**Fee Amount** – the amount of tuition fees which have been paid to your HEI

**Revision Indicator** – confirmation of whether this payment relates to a revision of tuition fee amounts.

By clicking the “*Back*” button the user is taken back to the List of available Remittance Reports. The report can be exported by clicking on the Export button. The exported file will have an identical format to the previous Remittance Report. It will have a header row and then a detail record for each student contained within the report. Once the “*Export*” is selected the user is presented with the option to ‘Cancel’, ‘Save’ or ‘Open’ the file download. If the user selects to ‘Save’ the export they are presented with the facility to navigate to a location on their local file system. The default file name will be populated as:

**<heiCode>\_<AY>\_<supportType>\_<paymentType>\_<processingDate>\_remittance.dat**

The HEI user can overtype this with a file name of their own choosing if required.

There is no restriction on the number of exports a user can make.