

Quick Guide – Withdrawal CoC - PGL

Purpose

This quick guide will show you how to create a Withdrawal CoC (Change of Circumstance) for students in receipt of Post Graduate Loans (PGL) in the Student Information Service (SIS).

When and Why?

It is the responsibility of the HEP to submit accurate and timely Change of Circumstance notifications when a student has withdrawn from the HEP. All CoCs must be submitted via SIS.

Access

To create CoCs you must hold the CoC Administrator user role within SIS. If you require this access to be added to your account you can contact the User Administrator within your HEP.

Create PGL Withdrawal CoC

You can create a CoC from either the Detailed Student Information screen or the Create CoC screen within the CoC Home area of SIS. For the purpose of this quick guide you will use the Create CoC screen.

- To access this area select **CoC Home** from the menu on the left on the SIS Home page.
- The CoC Home menu will appear and will show all of the CoC sub areas which apply to your user access
- Select **Create CoC**

You must now select the type of CoC you want to create

- Select **Postgraduate** from the Level of Funding drop down menu
- Select **Withdrawal** from the Change of Circumstance Category drop down menu
- Select the **Academic Year** you want to apply this CoC to from the Academic Year drop down menu
- Click the **Next** button.

You will now be prompted to enter the details of the student that you want to apply this CoC to. You can use the **SSN** (student support number) or the **CRN** (Customer Reference Number) to find the student's details by entering it into the box provided and clicking the **find icon** beside the box. As this CoC is a Withdrawal, SIS will validate the student you are entering has an active application for your Provider before you can proceed.

- Click the **Next** button

The Change of Circumstance Details screen will display to enter the specific details of the change. A new section has been included in this area to display the Student and Current Course Details which will ensure there is visibility of the information currently held for this student.

Change of Circumstances and Academic Year		Help	
Level of Funding	Postgraduate	Change of Circumstance Category	Withdrawal
Academic Year	16-17	Mode of Study	FT
Student and Current Course Details			
Student Details		Course Details	
SFDU16136102W (91012608963) ROBERTS, SCOTT 15/06/1991		ACCOUNTING-ENG (PG-RM) SLC Course Code: 885947 UCAS Course Code:	
Change of Circumstance Details			
Withdrawal Effective Date (dd/mm/yyyy)		Reason for Withdrawal	Select
Previous			Next

To submit a Withdrawal CoC:

- Enter the **Withdrawal Effective Date** – this is the date that will be used to calculate the student's entitlement to PGL. If the student has incorrectly been confirmed as Registered but never attended this date should be set to the day before the course start date which will ensure the student's application is cancelled.

Enter the **Reason for Withdrawal** – this should be selected from the drop down menu;

Where a student has genuinely withdrawn from study then the options available are **Academic, Deceased, Disciplinary, Health, Other**.

New reasons have been added specifically for PGL **whereby the student has not actually withdrawn but their eligibility for PGL has been impacted**

Intensity should be used where a student is no longer meeting the Intensity requirements set out within the PGL Policy. The student will become ineligible for the loan at the effective date noted and any payments already made subsequent to that date will be deemed as an overpayment.

Course Ineligible should be used where the student has transferred to a **different** course which is not eligible for PGL Funding. The student will become ineligible for the loan at the effective date noted and any payments made subsequent to that date will be deemed as an overpayment.

Qualification should be used where the student will exit their **current** course with a lower qualification **Note:** For this reason type the effective date will not be used to calculate the student's eligibility and they are still entitled to any payments already made.

When you have input all the details for this CoC, select the **Next** button below the details to continue.

You must now **select a contact for this CoC**. This will be a registered contact within your HEP who can be contacted regarding this CoC. When you have selected the contact using the radio button provided, click the **Next** button.

The CoC Summary screen will then display a read only version of all of the details you have entered to review before submission.

When you have reviewed the information select the **Submit** button.