

Issue May 2015

Student Information Service (SIS)

NEW ATTENDANCE CODE

Following requests from Higher Education Providers (HEPs), a new Attendance Code which will allow an HEP to indicate that a student is unknown to them or has not shown up for enrolment is to be introduced as an enhancement to SIS. The new 'D' code will enable HEPs to notify SLC of students who have never attended.

At our Student Support Seminar in March we introduced the initial proposals, and can now provide further details about the functionality to be introduced in July 2015. The 'D' code will be added to the Attendance Worklist, for use in the first liability period only and can be submitted via the worklist screen or using the import functionality.

Submitting a 'D' code will remove students from all other worklists and set the Attendance Status to Attendance Confirmation Not Required (ACNR). The submission of a 'D' code will not generate a Change of Circumstance (CoC) Worklist record.

A Release Note covering all of the changes will be circulated upon delivery.

Courses Management Service

STUDENT APPLICATION UNABLE TO MATCH COURSE DETAILS

As students apply for support via the On-Line application, the courses as entered in the Courses Management Service (CMS) are presented for selection via a 'drop down' list. Students select the relevant course from this list.

If the student opts to type the course name directly, if the name entered is not recognised as a course offered by the Provider, it cannot be matched for assessment purposes.

In these instances the application is pended and the student is advised by email or letter to contact their College or University to confirm the course details.

Operations Services simultaneously email the HE Provider the student SSN and course as stated in the application, requesting confirmation of the correct course name. The correct details can be given via hep_services@slc.co.uk or the HEI.

Helpline 0300 100 0642. Please note that because the application status is pended the student cannot change the course using their own account.

COURSE CHANGES PRE AY15/16

We have identified a number of courses whereby course changes have been made in the historic Courses Service to a course that has been matched within CMS for AY15/16.

Should you wish to make any changes to courses for either a previous academic year or AY15/16 which may affect student assessments this should first be discussed with the Operations Services Team. (hep_services@slc.co.uk)

Process Change

CUSTOMER SERVICES NOTIFIED OF WITHDRAWAL OR SUSPENSION

Future Maintenance Support Block And HE Provider Request For CoC

A new process has been implemented to prevent student maintenance overpayment and alert HE Providers about students who have advised Customer Services that they have withdrawn from or suspended study.

When a student advises SFE, SFNI or SFW of cessation of study, the student is referred to their HE Provider to request that notification of withdrawal or suspension is submitted. The new process will also block any forthcoming or future student maintenance payments and Partner Services will contact the College or University to request prompt submission of a Change of Circumstance (CoC).

The process change will benefit both students and HE Providers by blocking payments to reduce maintenance support overpayment, and enabling timely submission of CoCs to limit the time delay for retrospective assessments.

Bursary Services

AY15/16 ENTRY OF RULES

Subscribing HE Providers are now able to update and submit their bursary rules for AY15/16.

The E-Learning Modules and User Guide are available within the Bursaries homepage on the HE Portal, to guide you through the process. Please note that attention should be given to any SLC Course codes and qualifications used within the rules as these may have changed for AY15/16 with the launch of CMS.

If you require any advice or assistance in completing the process, or have any queries regarding set up for the coming year please contact your HEP Relationship Manager.

Service Review Forums— Summer 2015

The Service Review Forums offer HE Providers a chance to receive updates about Services and enhancements, provide feedback to SLC, and ensure readiness for the next academic year through Provider planning and activity. The Forums also provide an environment to share best practice with peers from neighbouring institutions.

Who should attend?

The forums are aimed at Managers of student support services and our primary contacts who are responsible for the business to business interactions with SLC.

The dates and venues are as follows (Forums specifically for Alternative Providers are shown as (APs):

Thurs 4 June	Leeds
Fri 5 June	Edinburgh
Tue 9 June	Northampton
10 & 11 June	Liverpool
Tue 16 June	Bognor Regis
Wed 17 June	Reading
Thur 18 June	Norwich
Tue 23 June	Exeter
Wed 24 June	London
Thur 25 June	London
Tue 30 June	Teesside
Tue 30 June	Cardiff
9 & 10 July	London (APs)
Tue 14 July	London
Wed 15 July	London (APs)
Wed 15 July	Newport

Please make a note of the dates, further information will be issued shortly.