Courses Management Service Webinar 2023

Questions & Answers

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Course Information

Please can there be a schedule for course collection and launch dates - rough dates understandably - but a timeline or all in one place. If something like this is already available, please point me to the right place.

Thank you for the suggestion - we have passed this on to the relevant teams.

Can we change an existing course name without having to let you know and for changes post launch - does this mean the CMS portal will be locked so that we are unable to make changes?

You can edit the course name, but if after the application launch, we ask that only necessary changes are made and that you inform us in advance. Unnecessary changes, such as amending Dip to Diploma should be avoided. CMS will not be locked down but please be mindful that internally at SLC, these changes will be highlighted by our CMS Team in terms of validation and all student applications linked to the courses will be reviewed in case of changes that have an impact on entitlement. You may also want to think about communicating any course name change to your students so there are no issues during application when it comes to them finding the course details.

We have multiple cohorts therefore several SLC Course codes. Although we enter the cohort month in the course title. It would be helpful if students can search by SLC Course code when searching for their course/cohort and should reduce the number of Transfer CoCs we are having to raise to ensure the student is on the correct course and cohort.

Course variations are visible to students on application, so it is not necessary to also include this in the Course Name.

We have reached the maximum number of locations - what do we need to do to increase this?

Please contact your Account Manager to discuss the options available. They will advise you on how best to resolve.

Can we only add existing course for NI or Wales students once we know there are students applying for?

Some providers work in this way, especially when they only have small numbers of students for these courses.
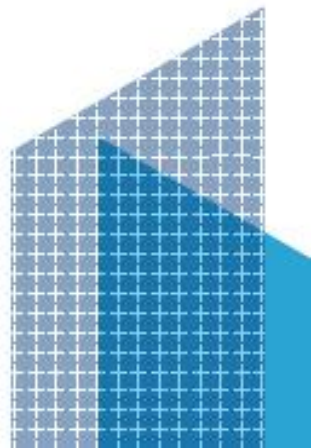
Referencing the Service Standards, we understand that we can add doctoral entries and certain postgraduate level programmes on an ad-hoc basis when those programmes are approved for delivery.

That's fine and will be considered by your Account Manager when it comes to your annual Account Review. Please do not enter estimated term dates - we recommend waiting until the correct term dates are known rather than using generic term dates.

Why is the fee cap lower for alternative providers than for universities?

Fee caps vary depending on domicile and will be maximum amount stated by the Office for Students (OfS) and the other devolved authorities. You will find additional information available in our [guidance](#).

You mention that courses, once saved, cannot be amended and instead we must create a new course. Is there a reason for this, and could this potentially change in future?

Once a course has been saved, only minimal changes can be made, and you are unable to add new intakes. It's correct that a new course must be added, and this is because of the link to student applications and our reassessment platform.

Changes to course information should be avoided after the student application cycle has launched and we have no plans to change this in the future.

You mentioned the fee cap and if we were going to charge the student a different fee, we need to notify the student. Does this mean that we can charge a student more than £9250 with £9250 coming from SLC and the rest from the student?

Students undertaking courses at Approved (Fee Cap) Providers can apply for TFL to meet the full costs of their tuition fees.

Maximum tuition fees for courses offered by Approved Providers in AY 23/24 are not capped. Students undertaking courses at Approved Providers can apply for a loan towards the costs of their tuition fees. Please review page 36 of the relevant guidance for additional information.

Term Dates

If SLC opens course collection but we still have not had our term dates agreed by the academic departments, shall we just use generic dates and change them once we have the actual dates?

It is best to enter accurate term dates as this may cause reassessments if the generic dates are incorrect. You should also let your Account Manager know that you are waiting on confirmation.

We will be adding a new Certificate of Higher Education course which will be validated next summer before the course will launch in September 2024. The course will have 2 semesters only, 26-28 weeks in total. Could you explain in more detail about the requirement of 3 terms within CMS?

We pay students at 3 points throughout their academic year, so we still need to maintain the 3 terms in our systems. If you use semesters, you must create term dates that reflect your students' study pattern as closely as possible. You could use any holiday periods in the second semester as a natural break for your terms.

You must make sure that your term start dates reflect when your students are in study. This will make sure your students get paid at the right time.

If a university is based in England but has a partner provider that will be teaching a franchised course from a teaching location in Scotland - are there any differences in the funding arrangements for these franchised courses/students?

This will depend on where the students are domiciled. Please refer to our guidance in the meantime and contact your Account Manager to discuss in more detail.

Should we add dates for DIT in AY 24/25 or wait until we are notified by SLC?

DIT courses are not currently available to add in CMS for AY 24/25. We expect the approved list will be published in January 2024 and we will then be in touch with further information and guidance.

Is there a way to set up a UG course that has an accelerated foundation year starting in January to September and then in September they stay on the same course, but the next 3 years are standard years of September to June?

No, we cannot support changing of seasonal intake. In line with regulations, whichever month the student starts their course, they will remain on this intake throughout their course.

What is the change log?

The change log is to track any changes made to courses after the application service has launched. This is to ensure increased course accuracy and limit unnecessary course changes which can impact on reassessments. Account Managers will monitor the log as part of the review of provider performance.
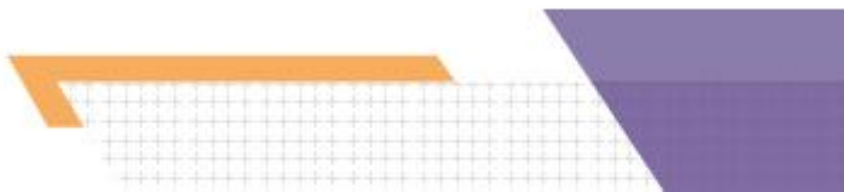
Course Validation

We seem to get a lot of emails around the time of course collection from the SLC validation team, is there a deadline for turnaround?

You should respond as quickly as possible by providing the information requested. For course queries that are not resolved ahead of application launch, we will temporarily amend the course status to 'no students' to minimise any disruption to students.

Nursing students, who are paying the £9250 fee and in receipt of a maintenance loan from SFE, and the training grant from NHS - do we indicate an NHS bursary as an attribute?

Changes to the grant from the 17/18 AY onwards has changed the way these courses can be uploaded. For the old-style funding we needed the NHS bursary attribute ticked to be able to assess students correctly. However, now the NHS bursary attribute on CMS is no longer required. Instead, you should use the pre-reg attribute to confirm healthcare type courses. Please note that in Wales the bursary attribute is still required.

Enhancements

Are there any plans to introduce a function for the bulk rollover of courses? Our university rolls over nearly a thousand courses each year and doing them one by one is time consuming and takes up valuable resources.

The manual entry of course information is necessary each year to ensure optimum data integrity. As such, we have no plans to implement a bulk rollover function for course collection

Access to CMS

I am new to CMS and adding courses will be part of my role, how do I get access to the system?

Please contact your User Administrator at your HEP to provide you with access. Failing that, you can contact our Partner Support Desk and they will enable access.

Part-time Credits

Regarding postgraduate doctoral courses, if intensity studied doesn't impact policy/entitlement, why do we need to have Full Time and Part Time options when setting up doctoral courses in CMS?

Whilst there is currently no difference to entitlement, it's important that we distinguish to capture the correct details and maintain our data integrity for insight and reporting.

School Centred Teacher Training (SCITT)

Will SCITT teacher training course be rolled over in November?

We are only able to roll over SCITT courses when we receive confirmation from DfE. This year, confirmation has come much earlier and so we expect to have completed course rollover for all SCITTs by mid-December.

Do SCITT Providers need to be registered with OfS?

OfS registration is not required for SCITT providers, instead funding is managed directly by DfE. More information is available within the following [guidance](#).

Where can we find guidance on part-time courses for SCITTs Teacher Training?

Information is in the CMS User Guide under 'creating an initial teacher training course.

Course Rollover

How do we upload DSA courses if it's not on CMS?

This is now done automatically for you. You will not see this new DSA only course in your course listing. It will sit behind the scenes available for DSA only students to be linked to.

If you did not previously have a DSA only course and need one, email [our Partners Support Desk](#) and ask us to add one for you.

What date are the courses rolling over?

This year, course collection opened on the 20th of November so you can start to save your courses soon and you should complete your course submission by Tuesday 31st January. If you are unable to meet this deadline you must notify your Account Manager as soon as possible.

Determining Mode of Study

We have students who often need to retake study, but this will not necessarily be on a full- time basis, they may only need to do sixty credits. Do we need to set up part-time versions of the course to allow the students to do this?

No, full-time students can repeat part of an academic year. This should be accurately reflected on the system via a Fee CoC clearly indicating in the notes section when the student's course will finish. This way, we can accurately calculate student funding.

Long Courses

What are the implications of having a long course - over 30 weeks and 3 days?

Full-time students who are eligible for mean-tested Maintenance Loan may also be entitled to a Long Courses Loan (LCL) for every week over the standard 30 weeks and 3 days up to 45 weeks of study. Thereafter students studying for 45 weeks or more in any 52-week period are paid as if they are studying for the full 52 weeks. Funding is calculated automatically based on the term dates captured in CMS, so it is important that these term dates are accurate and, when prompted, that the long course loan validation is only ticked if applicable.

Miscellaneous

There has been a lot of stability issues with the SIS portal over the last few weeks and so can you offer assurance that course collection won't be impacted too?

Firstly, we would like to apologise and acknowledge the difficulties these issues have caused. SLC technical teams have been working to resolve and this remains our top technical priority.

For course collection, CMS has been far less impacted out with the HE gateway downtime, and so we recommend that you bookmark the CMS web link, this will allow you to bypass the gateway and access CMS directly when adding your courses.

Are there changes required to course information for the introduction of LLE?

The webinar has been entirely focused on course collection activity for AY 24/25 and so we purposely haven't touched on any of the proposed changes.

We are finalising our plans for provider engagement in relation to LLE and so please look out for related updates coming soon.

Has SFNI tuition fee loan for PG students increased to £6500?

SFNI tuition fee loan increased to £6500 as notified in AY 23/24. Further information available [here](#).

I have found it difficult to speak to someone in relation to any queries. Can you tell me who is best to refer questions to as we are based in the Republic of Ireland (ATU Sligo)?

Please find the [contact details](#) of your Regional Account Manager, Bev McDonald
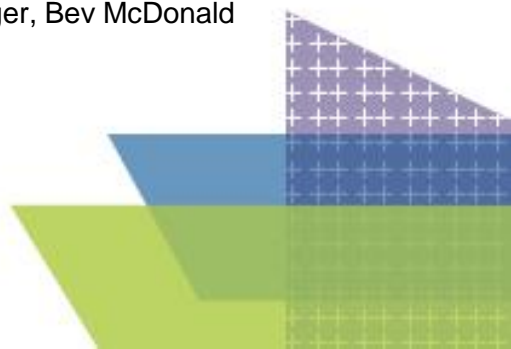
We are developing a new provision, to be taught at a new satellite location. Would this need to be recognised on CMS if it is not a new campus and is not very far from the location normally used and, if so, how would be go about adding or creating a new location on the database? And if delivery is split between different locations, is there any guidance around how we need to reflect that information on CMS

You can assign courses to any location that you have created for your organisation on the **Locations** tab of the Courses Management Service (CMS). If you are offering a course at 2 or more locations, this can be reflected under one course entry on CMS.

Please speak to your account manager to discuss the specifics of this scenario and you can also refer to our [locations guidance](#).
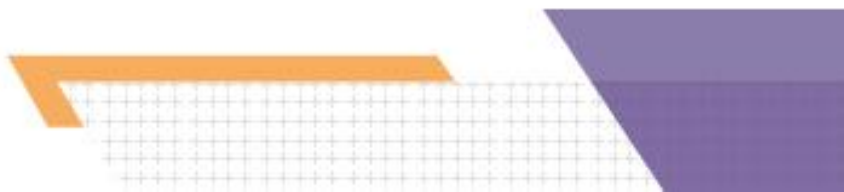
Why do students receive notification that they will receive their first instalment of Maintenance Loan on the first actual date of the term - or before? For new entrants, we are required to see those individuals in person before we can submit confirmation and that will not happen before day one. Are the communications simply picking up a date from CMS?

Both undergraduate and postgraduate students need a registration confirmation at the beginning of each academic year. When you submit this on SIS, it will trigger the release of the maintenance grant or loan payments.

Students will appear on the registration worklist 30 days before the start of their course. You should submit a registration confirmation as soon as the student has enrolled. For most providers, enrolment is completed ahead of the course start date and so you should advise students of the link between enrolment and their payment schedule to avoid any confusion.

We run a Level 6 Graduate Diploma course. This has never been eligible for HE or FE funding. You have mentioned some changes to courses becoming eligible for HE funding. I presume this course is still ineligible, as I didn't see it mentioned in this webinar but how can I check?

No changes to eligibility for this qualification type and so the Level 6 Graduate Diploma course remains ineligible for AY 24/25.