



Higher Education Attendance Management Service Definition

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List of terms

Term	Definition
AY	Academic year
BACS	Banks Automated Clearing System
CoB	Close of business
CoC	Change of Circumstance
Cooling off period	A period of time at the beginning of a term when a student may engage in study without being liable for funding
CRN	Customer Reference Number
FT	Full-time
HE Gateway	A secure website to provide administration services to universities and colleges in support of student funding
HEP	Higher education provider – refers to: <ul style="list-style-type: none"> • universities • higher education colleges • further education colleges providing higher education courses • private providers • SCITTS
Maintenance	Includes contribution to cost
Negative attendance code	An attendance code that does not release a fee to a HEP but signifies the need to submit a Change of Circumstance
NINO	National Insurance number
PG	Postgraduate
PGNI	Postgraduate Northern Ireland
Positive attendance code	An attendance code that releases a fee to the HEP; attendance codes A and L
PT	Part-time
PTML	Part-time Maintenance Loan
ROI	Republic of Ireland
SAAS	Student Awards Agency Scotland
SIS	Student Information Service
SLC	Student Loans Company
SSN	Student Support Number
UCAS	Universities and Colleges Admission Service
UG	Undergraduate
UK DPA 2018	UK Data Protection Act 2018

Service overview

The Student Information Service (SIS) provides universities and colleges with a wide range of student data once a student's application for funding has been approved. This allows you early sight of approved applications for the coming academic year. Early sight of applications gives you the ability to submit Change of Circumstance notifications (CoCs) before the academic year start. It also lets you be ready to confirm registration and attendance (as appropriate to the product for each student when required).

Student applications will transfer across to SIS within 24 hours of the application being approved.

SIS is a stand-alone service on the HE Gateway. For most students, the HE Gateway is the only option available for submitting registration and attendance confirmations and CoCs. The only exceptions are CoCs for Scottish-domiciled students and Northern Irish-domiciled students attending a university or college in the Republic of Ireland.

HEP responsibilities and terms of usage

You, as a service user, are responsible for ensuring that you are aware of, and implement, your responsibilities as defined in this document and the [Joint SLC and HEP Service Agreement](#). You are responsible for following the business rules of each function detailed within the guidance documentation held on the [HEP Services website](#).

System

You are responsible for ensuring that a suitable number of staff is fully trained on all aspects of SIS processes and that they are available should we need to contact them.

We issued User Administrator access to a named user at each university or college who is deemed accountable for:

- undertaking biannual audits of access arrangements and removing any non-users
- having at least 3 active user accounts
- removing access to SIS immediately when a user leaves the university or college's employment
- only assigning access roles to those who need it as part of their role and ensuring that the level of access is appropriate to their role responsibilities
- ensuring that attendance and registration confirmations are subject to assurance and validation checks within the university or college

You are also responsible for carrying out a regular review of contact details and notifying us if there are any contact detail changes involving the primary contact for SIS. This is a UK DPA 2018 requirement.

You must ensure that an IT contact (either internal or external) is made available on request.

In the event of a cyber-attack, where it is evident that there is an impact to your student data system which results in you being unable to make data returns to us, you should immediately notify your [HEP Account Manager](#).

Student information

You are responsible for ensuring the accuracy of the course and fee information held on SIS, and for submitting CoC notifications where necessary. You must do this before you confirm student attendance. This will ensure that we can assess students against the correct details and that the fee payments we issue to you, as well as maintenance and contribution to costs payments to students, are accurate and paid on time.

The point of liability is when the student becomes responsible for the repayment of a maintenance or fee loan. Inaccurate course or fee information invalidates any fee payment claims.

Registration

You should regularly review and update the Registration Worklist.

Your enrolment process for new students should include confirming their identity and that they are valid students. You should confirm registration as soon as you can, but only after you've completed the enrolment process.

You need to ensure that there is a process in place for independent validation of registration confirmations. At least 2 members of each university or college should be involved in this for assurance purposes. You can achieve this in several ways:

- by saving confirmations on SIS and allowing another person to complete an accuracy check before you submit
- having different people determining that student registration has been completed and submitting the confirmation on SIS
- where confirmations are system generated, the process managers are responsible for assurance of accuracy and security of the involved systems and processes
 - for example, where Admissions create the entry in the student record system after a student has been accepted, and Registry use their internal system and SIS to confirm registration, the process managers would be an Admissions Manager and Registry Manager

You can confirm student registration up to 30 days before the course start date held on our system. If a student's actual course start date is different you should submit a Change of Circumstance. Do not submit any registrations until the change has been made. You should aim to submit registration confirmations by 4pm so we can carry out the necessary processing and generate same day instructions to BACS; payments associated with this are detailed in the payments section.

You should normally wait for 4 weeks after the term start date to submit 'Not Registered' (N codes) to give students time to register at another university or college if they have chosen to attend one. However, if you know the student has decided not to pursue or return to higher education you should submit N codes as soon as possible.

You must accept our decision on whether a student is defined as a home or overseas student.

Attendance

You should only confirm attendance after you have registered your students with the appropriate awarding body. If your university or college has its own awarding powers, you should complete the enrolment process for students before you confirm attendance.

You should confirm attendance when students have started attending the course and have become liable for fees, after a cooling off period.

You should deal with students with late confirmations for previous liability periods before accessing the next period worklist.

You need to confirm the attendance of full-time undergraduate, part time undergraduate and postgraduate Northern Ireland (PGNI) students at 3 separate liability point dates. These dates will correspond with the course term start dates. You need to confirm the attendance of all current academic year undergraduate and PGNI students.

You should submit attendance confirmations as soon as possible, after applicable cooling off periods, but only when there students have active and ongoing engagement with the activities and learning opportunities on a course. This allows us to release payments on behalf of students.

You should only submit positive fee-releasing attendance confirmations if a student's SIS profile is showing the correct information including course, fee and mode of study. If this is not the case, you should submit a negative attendance code and relevant CoC to correct the information before you can submit a positive fee-releasing attendance code.

You are only entitled to receive the full fee loan if you confirm attendance at each of the liability points.

As with the registration process, you need to ensure that there is a process in place for independent validation of attendance confirmations. At least 2 members of each university or college should be involved in the process for assurance purposes. You can achieve this in several ways:

- by saving confirmations on SIS and allowing another person to complete an accuracy check before you submit
- having different individuals determining student registration has been completed and submitting the confirmation on SIS
- where confirmations are system generated, the process managers are responsible for assurance of accuracy and security of the involved systems and processes
 - for example, where Admissions create the entry in the student record system after accepting a student, and Registry use their internal system and SIS to confirm attendance, the process managers would be an Admissions Manager and Registry Manager

You should regularly review and update the Attendance Worklist.

To ensure we can pay fees at the earliest opportunity, you should submit attendance confirmations by close of business on the Thursday before the main payment dates in October, February, May and July. If you have not confirmed attendance by the deadlines for the main payment dates in each liability period, we will make BACS payments each Wednesday after the first payment date. To ensure that we can make payments the following Wednesday, you should you submit the relevant attendance confirmations on SIS by close of business the

preceding Thursday.

If you have submitted a negative attendance code, apart from a D 'never attended' code, you should follow up promptly with an appropriate CoC. This is automatically created on the CoC Worklist but you need to submit the CoC separately.

You must complete attendance confirmations which will result in a clawback procedure.

You should normally wait for 4 weeks after the term start date to submit 'never attended' codes (D codes) to give students time to register at another university or college if they have chosen to attend one. However, if you know the student has decided not to pursue or return to higher education you should submit D codes as soon as possible.

You must accept our decision on whether a student is defined as a home or overseas student.

Change of Circumstance

You should regularly review and update the Change of Circumstance Worklist.

If the student information held on SIS is not correct you must submit a Change of Circumstance notification (CoC) as soon as possible.

You should submit a CoC as and when you become aware that a student needs a CoC. This ensures that you meet your obligations under the Student Support Regulations 2011.

You must submit all CoCs via SIS except for:

- Scottish-domiciled students
- Northern Irish-domiciled students attending a university or college in the Republic of Ireland (ROI)
- Part-time Grant students (excluding Welsh Part-time Loan and Grant students)

You should submit changes for Scottish-domiciled students directly to SAAS who regularly send data to us to update the loan account.

ROI providers should submit forms – available online at Student Finance Northern Ireland – for Northern Irish-domiciled students to the appropriate Education Authority. For Part-time Grant students you need to request a CoC form by emailing coc@slc.co.uk.

When you create a manual registration on SIS, you need to submit the corresponding Transfer CoC within 10 working days.

You should address and rectify all failed import submissions, wherever possible, within 10 working days of failing the submission attempt. You should check the relevant technical specification for the file you are uploading, found on the SIS homepage.

Please raise any errors that cannot be rectified with the Partners Support Desk on 0300 100 0642.

Withdrawal CoC

A Withdrawal CoC terminates a student's period of student finance eligibility. We will reassess their student support and tuition fee loan when we have processed a CoC.

If a student is to be charged less than the full fee for their period of study, you need to correct this information with the Withdrawal CoC.

You can only claim funding for students for terms that they have been in attendance for.

You should submit Withdrawal CoCs as soon as possible once the withdrawal decision has been made. This will minimise the overpayment we need to recover from the students, so that they enter repayment at the right time, and also that their online accounts are up to date.

Our understanding is that all withdrawal decisions, and their effective dates, must be discussed with and notified to the student, and that you confirm any reduction in the annual tuition fee charge. Ultimately, you as the provider define the withdrawal effective date, based on when you determine the student ceased to use the education services you provided. We will rely on this date when reassessing the student's entitlement.

If the student disputes the withdrawal dates you submit, and this impacts the reassessed student finance entitlement, we may ask you to provide corroborative statements or evidence of the point at which the student's education services (learning, teaching, access to facilities and assessments) ended.

Transfer CoC

If a student transfers to a new university or college within a term when a tuition fee payment has been released, we are not able to alter the fee payment already made. You will need to arrange a split in that term's fee payment between you and the other university or college.

Financial reporting

You should regularly review and export the financial reports available on SIS to ensure that you reconcile all financial transactions between your university or college and us.

HEP support

Guidance materials

You can find guidance materials for each service function in the [guidance section of the HEP Services website](#).

We will notify you by email when new guidance is available or if there have been significant amendments to current documentation.

Partners Support Desk

The Partners Support Desk is a dedicated support team to advise universities and colleges on all areas of our provider services. It is the first point of contact for providers. Any system or performance issues should be raised with them for escalation to the Digital teams.

You can contact the Partners Support Desk regarding service enquiries on 0300 100 0642 during the hours below.

Monday – Friday 9:00 am – 5:00 pm

Please send email enquiries to hep_services@slc.co.uk.

HEP Account Managers

Our HEP Account Managers are responsible for helping you to submit data to us in line with service standards. They monitor the performance of providers within each of their regions. Where required, HEP Account Managers will create action plans or performance improvement plans for universities and colleges that need extra support to bring performance up to the required level. Where improvement is not achieved or maintained this may result in an escalation.

The HEP Account Managers are tasked with problem solving in their roles, which uses their SLC expertise in combination with in-depth sector knowledge to support providers in working as partners with SLC in the delivery of student finance day to day. Another important aspect of the role is the delivery of external training to ensure providers have the knowledge and skills required to use our systems and follow our processes correctly.

You can find out more information about who your regional account manager is on the [HEP Services website](#).

Service functions

Student information

The Student Information section of SIS allows you to search and view the student details held on SIS for your university or college. It allows you to filter, export and view personal, course, and student specific details relating to an individual student or group of students attending your university or college. You have the option to export data sets of student information, to allow the early import of files into your systems. You can access a history of actions for each individual student through the Student Information section.

Visible student information also allows you to encourage students who have still to apply to us for finance. You can also use it as a tool to prompt students who have applied online to amend their applications before the term start if their details are incorrect.

Registration confirmation

Registration refers to the event or process through which an agreement is concluded between the student and the university or college. Alternatively, registration refers to the duration of a binding agreement between a

person and a university or college for the delivery of educational services.

You should submit registration confirmations as soon as possible and only when there is evidence of student enrolment within your university or college's system. This can include student identification or other indicators that they are valid students for the course. This will trigger maintenance payments.

Students with approved applications will appear on the Registration Worklist 30 days before the course start date. You can confirm student registration via the Registration Home section of SIS.

There are 5 ways to submit registration confirmations on SIS.

- **Registration Worklist**
Students who require a registration confirmation will appear on the Registration Worklist 30 days before the start date of their course for you to confirm.
- **Detailed Student Information**
You can make registration confirmations manually through the Student Information Home page. To do this, use the search function to access individual student records.
- **Manual Registration (full-time undergraduate students only)**
You can register students before they appear on the Registration Worklist by submitting a manual registration. The 2 reasons you would use this are: when a student has made a late application, or if a student registers at another university or college but is in the process of being transferred via a CoC.
- **Combined Home (undergraduate only excluding Part-time Maintenance Loan students)**
Please refer to the 'Combined registration and confirmation' section for information on this function.
- **Import registration confirmations**
You can export the information within the Registration Worklist from SIS to your IT systems. You can import registration confirmations back into SIS using the 'Import registration confirmations' section.

Attendance confirmation

Attendance means active and ongoing engagement with the activities and learning opportunities on or as part of a course. These include, but are not limited to, scheduled learning and teaching activities.

SIS contains business rules to determine whether a student requires an attendance confirmation. It will display all students who meet the criteria on the Attendance Confirmation Worklist.

Attendance confirmations are open from the first day of term for the course that a student is attending, based on the term dates entered in the Courses Management Service. You should submit attendance confirmations, including those where you need to submit a CoC to correct student information, as soon as possible, following cooling off periods and only when there is evidence of ongoing engagement with the activities and learning opportunities on or as part of a course.

A minimum 2-week period of attendance is required for part-time students before you can submit a positive attendance code.

Northern Irish-domiciled students attending a university or college in the Republic of Ireland (ROI) who have applied for a Student Contribution Loan need an attendance confirmation for payment to be released. As this product does not have a fee loan element, this is managed through a manual process, therefore SIS is not used for this purpose. We will send a spreadsheet to the ROI university or college around the first Wednesday in November, fourth Monday in February and the first Monday in June. You should return the spreadsheets to us with the appropriate student identification and attendance information within 2 weeks, to allow us to arrange payments. We will make payments within 3 weeks of the spreadsheet return deadline.

For all other students who have applied to us for fee support you need to submit an attendance confirmation through SIS.

You will have the ability to select a relevant attendance code, these are detailed in the [guidance available on the HEP Services website](#).

There are 5 ways to submit attendance confirmations on SIS.

- **Attendance Worklist**
The Attendance Worklist will populate with all students who meet the criteria for each liability period. This will take place from the first day of term for each course that a student is attending. You can then view, save, or submit attendance information for these students.
- **Detailed Student Information**
You can submit attendance confirmations manually through the Student Information Home page by accessing individual student records using the search function.
- **Import Attendance Confirmations**
You can export the information within the Attendance Worklist from SIS to be transferred to your IT systems. You can then import attendance confirmations back into SIS using the 'Import attendance confirmations' section. Although you will mostly import attendance files back into SIS in the same format they were originally exported in, it is possible to create your own attendance confirmation file and import it to SIS. The files need to pass the validation steps to be successful. Please refer to online technical specifications for detailed information on the file validations for exporting and importing data. You can find these on the HE Gateway homepage.
- **Combined Worklist**
Students who need both a registration and attendance confirmation in the first liability period only will appear on the Combined Worklist 30 days before the start date of their course for you to confirm. Once you have confirmed a student, they will automatically disappear from the Registration Worklist and the first liability period Attendance Worklist.

- **Import Combined Confirmations**

The system will mark all combined confirmations with an A attendance code to the latest assessment on SIS, irrespective of the course information supplied (if any) on the Combined Confirmation Import file, for fee purposes. You then need to submit any CoC notifications as necessary for other changes.

Change of Circumstance (excluding Scottish-domiciled students)

The CoC function is used to notify us of changes and corrections to the student's study plan which is passed to the relevant Award Authority to be worked. On receipt of the CoC, the Award Authority reassesses and updates the student's information, then sends the student a revised Student Finance Entitlement notification (the student support payments will be adjusted if required) and updates the student's information held on SIS. The online process provided by SIS allows you to create and submit CoC notifications to the Award Authorities in real time.

You must notify us of a CoC for an individual student using one or more of the following reason categories:

- a student withdrawing
- a student suspending
- a student resuming a course they were originally attending
- a student transferring to a new course or provider
- a student repeating a year of study (undergraduate only)
- a mode switch change
- a student changing the intensity of their study
- a student changing their thesis submission date
- a student changing their Tuition Fee Loan amount

You can submit a CoC notification for:

- single submissions
- multiple submissions

You can enter multiple CoC submissions, to a maximum of 20 CoCs, through the Submit CoC page. This facility will be restricted to the CoC categories that permit the reuse of information. To submit more than 20 CoCs, you can use the bulk upload function. This will allow up to 1,000 CoCs per file.

Change of Circumstance terms

Withdrawal

A withdrawal refers to the point at which scheduled learning, teaching and assessment activities, and other active and on-going engagement end in agreement with the provider.

A Withdrawal CoC should be effective from the point at which a student's scheduled learning, teaching and assessment activities and other active and ongoing engagement end in agreement with you. This is also referred to as the last day of attendance for the student. It also means the student does not intend to return. They will have no further obligation to pay fees to you. A withdrawal results in the termination of a student's period of

student finance eligibility.

The effective date of a Withdrawal CoC is the date of last attendance, which includes various forms of engagement according to the Attendance and Suspension definitions.

Suspension

A suspension is where a student, with the agreement of their provider, ceases to actively attend a course, with the intention to return to the same course later.

A suspension will result in a reassessment of the student's application, using the effective date of the Suspension CoC to review the tuition fee liability and pro-rata maintenance support. We will not make any further payments until you submit a Resumption CoC. A student can receive additional support if the suspension is for health reasons. As such a period of suspension is considered as a form of engagement and attendance to ensure the student can receive extra funding if they are suspended due to health reasons. It is important that there is a consistent approach when dealing with suspensions that progress into withdrawals regardless of whether the student has had support extended within this period; this ensures clarity on the process.

Resumption

Resumption is where a student resumes attendance on a course they have previously suspended from, with the approval of their university or college. A student can resume study at any time after they have suspended, within the same academic year or in a later academic year.

A student must resume within 2 years of the suspension effective date to retain a single period of student finance eligibility upon resumption.

Transfer

A transfer is where a student ceases to attend one course and starts to attend another course, either at the same university or college, or a different one. To be considered a transfer the student must communicate to you their intent to change course.

The definition includes reference to communication of the student's intention to transfer for the purposes of where the individual wishes to change to a new provider for the next academic year. This links to the abandonment definition where this communication is absent.

Abandonment

Abandonment is where a student does not return to a later academic year of an eligible course without notifying their university or college.

This term is intended only for those students who do not return to study after completing a full academic year, and do not inform their university or college of a change. For this reason, abandonment is considered a termination of a student's period of eligibility. If the student wishes to return to study in the future, they will be considered a new student. Where a student is transferring to a new provider for a subsequent academic year, this does not fit the definition of abandonment, but the student should have informed you of the intended change.

Guidance on how to process students on SIS who have abandoned varies between undergraduate and postgraduate due to differences in the application processes. Please refer to the [Withdrawal CoC guidance](#) for students not returning, there are separate sections for undergraduate and postgraduate students.

Mode Switch

A mode switch is where a student changes from a full-time course to a part-time course, or vice versa. To be considered a mode switch the student must communicate the intent to change course to their university or college.

The effective date of the change will be agreed between you and student. If the student is moving to a part-time course, you must provide the number of credits the student will be undertaking for an academic year. The student will need to complete the relevant application form to complete the switch from full-time to part-time, or vice versa.

Automated CoC processing

Our systems will automatically process some types of CoCs on submission via SIS. This automated CoC functionality applies to the following CoC types.

Undergraduate

- Withdrawal
- Fee Change (including fee waivers)
- Pre-liability Internal Transfer CoCs

Below is a list of exceptions where we cannot process the CoC automatically and we process it manually:

- the CoC contains a notepad entry
- the student is deceased
- the cohort has been changed
- a manual assessment has been undertaken on the student's application
- the internal transfer date is after the course start date
- the provider submitting the CoC differs from the previously assessed provider
- current year start date is blank
- withdrawal date is in the future
- academic approval is not set to Y
- course year on the CoC differs from the previously assessed course year
- withdrawal date is before the start of the course or there is no course name entered on the CoC

Postgraduate

Our systems will also automatically process some CoC types for postgraduate students following submission via SIS. Instances where the system will not process automatically and push the CoCs to manual processing include:

- a sequence of events that are not in logical order – such as receiving a Suspension or Withdrawal CoC on a withdrawn application
- the CoC contains a notepad entry
- multiple CoCs for the same student on the same day

Creating CoCs

Like registration and attendance confirmations, there are 6 methods of creating and submitting CoCs on SIS; each undergoes standard data format validation. We recommend that you only add notes to CoCs if necessary, to provide relevant additional information, as this may cause longer processing times.

- **CoC Home – Create CoC**
This is the route to creating CoCs that does not originate from within a student's record. To be able to submit specific details, you need to enter the level of funding which then will allow you to select a CoC category specific to this level.
- **CoC Worklist**
The CoC Worklist populates with students who have had a negative attendance code submitted that you need to follow up by submitting a CoC. Select the student to enter the Create CoC functionality which allows you to submit the details of the change.
- **Detailed Student Information**
You can create CoCs through the Student Information Home page by accessing individual student records using the search facility.
- **Registration, Attendance and Combined worklists**
You can select individual students from any of the worklists which then all route through to the Detailed Student Information area above, allowing CoCs to be created and submitted.
- **View Manual Registration (undergraduate only)**
If a CoC is outstanding for a student who has been manually registered, you will see an icon in the final column against the relevant student. By selecting this icon, you will be taken to the CoC section of SIS to raise the appropriate CoC notification. If you have already raised a CoC for the student, no icon will appear against them in this column and their student support number will appear as a hyperlink which will take you to their Detailed Student Information.
- **Import CoC**
You can import CoCs in bulk – this means you can upload and submit a file containing up to 500 CoCs for any academic year. The file is in a specified xml format and you can browse your internal file systems to the location of the saved file. Once you have selected the file, you can upload it through the HE Gateway into the CoC service. The xml file upload applies to CoC notifications for both full-time and part-time CoC notifications. However, there is no facility within the xml file to cater for part-time fee changes or part-time Transfer CoCs. Please refer to online technical specifications for information about file validations for exporting or importing combined worklists. You can find these on the HE Gateway homepage.

Financial reporting

In the Financial Reports section of SIS you can view:

- the Tuition Fee Forecast report
- the Tuition Fee Balance report
- the Tuition Fee Remittance report
- the Outstanding Online Declaration report
- the Blocked Maintenance Payments report

The Tuition Fee Forecast Report is populated 40 days before the start of term and provides details of tuition fee payments which are scheduled to be paid to your college or university, from the 2012/13 academic year onwards.

The Tuition Fee Balance Report provides graphical representation of the Tuition Fee Breakdown and Summary for a specific academic year. The same information is also displayed in table format. The Tuition Fee Breakdown table shows the breakdown of Total Value of Fees Expected to be Paid. This page is view only and not exportable.

The Remittance Report details the tuition fee payments made to your university or college and is split out by payment type (loan or grant) and academic year. You can export the Remittance Report to your systems.

The Outstanding Online Declaration Report is a report of students who have applied online for student finance but have yet to return a signed declaration form. The report is available per academic year from 2012/13 onwards. You can export this report to your systems.

The Blocked Maintenance Payments Report provides details of students whose maintenance or contribution to costs loans or grant payments are blocked for an academic year. It also shows the reasons why they have been blocked. This report is view only and you cannot export it.

Payment of tuition fees

Students' tuition fee loan payment is split into 3 parts of 25%, 25% and 50%.

This is paid to you when you confirm a positive attendance for terms 1, 2 and 3. We send these payments to you on a Wednesday and begin after a certain date has been reached in each term.

The below table shows when the first payment dates are for each term. To ensure the payment is made on the first payment date you should submit your attendances by close of business the Thursday before the payment date. Following this, positive attendances confirmed by the close of business on a Thursday will allow us to pay the corresponding tuition fee to you on the next Wednesday.

Season (academic year start)	Payment 1	%	Payment 2	%	Payment 3	%
Autumn (September to December)	third Wednesday in October	25%	first Wednesday in February	25%	first Wednesday in May	50%
Winter (January to March)	first Wednesday in February	25%	first Wednesday in May	25%	third Wednesday in October	50%
Spring (April to June)	first Wednesday in May	25%	third Wednesday in October	25%	first Wednesday in February	50%
Summer (July to August)	third Wednesday in July	25%	first Wednesday in February	25%	first Wednesday in May	50%

System access

You will access the service through the HE Gateway. Each user's access will be administered by the SIS User Administrator at your university or college. System access is a requirement of the UK DPA 2018 legislation, therefore it is vital that access roles are appropriate and up to date to remain compliant with law.

There are 8 separate user roles on SIS allowing access and administration to be tailored to the individual's role:

- Student Information Service User Administrator
- Student Information Advisor
- HEI Attendance Administrator
- Registration Advisor
- Combined Confirmation Administrator
- Change of Circumstances Administrator
- Change of Circumstances Advisor
- SIS Report Advisor

You can raise access issues to SIS by emailing hep_services@slc.co.uk.

System availability

We provide as much notice as is reasonably possible if the HE Gateway will be unavailable due to planned maintenance or system upgrading. In the event of scheduled or unscheduled downtime, we will notify you by email.

The system will be supported from 9:00 am to 5:30 pm Monday to Friday (excluding Scottish public holidays). You can access the system outside of these business hours but it will be unsupported.

If you identify a system issue or defect, please notify our [Partners Support Desk](#) with details of the problem.

Management information

The system generates management information using the data on SIS for internal monitoring purposes. This helps us to improve business processes and provides the ability to report on sector performance against the service standards included in the Service Agreement.

Maintenance and enhancements

We are responsible for the upkeep of the service and for providing system updates on any issues that are impacting system performance through Release Notes. We will communicate any enhancements to the service through email updates, release notes and updates to the guidance documents.

Student Loans Company responsibilities

System

The minimum availability of SIS is 99% of the supported window (excluding any period of scheduled maintenance).

We are to notify all the named contacts by email when SIS is temporarily unavailable and will confirm when the system is fully available once again.

99% of newly approved student details will appear on the HE Gateway within 24 hours of their application being approved.

Students are to appear on the Registration and Combined Worklist 30 days before their course start date.

Students are to appear on the Attendance Worklist from the first day of term for each of the 3 liability periods.

We will process Attendance and Registration Import files, and return results, within 24 hours of submission.

The financial reports schedules are as follows:

- the Tuition Fee Forecast Report will be refreshed on a weekly basis on a Friday evening
- the Tuition Fee Balance Report will be refreshed on a weekly basis on a Wednesday evening
- the Tuition Fee Remittance Reports will be produced weekly on a Wednesday evening
- the Blocked Maintenance Payments Report will be refreshed on a weekly basis on a Friday evening

Change of Circumstance processing

The service standard for manual CoC processing is 30 working days in peak periods and 20 working days outside of peak periods.

The processing time for automated CoCs is 48 hours where it meets the system validations for automated processing.

Payments

We will make tuition fee payments that you are due when you confirm students' ongoing attendance before the cut-off date for BACS processing (please refer to the support section for information about these deadlines). We will make the tuition payments via BACS into the nominated bank account of the university or college.

Where registration confirmations are received by 4pm, we will make maintenance payments into bank accounts 2 working days later or on the first day of term, whichever is later. We will load any files that do not meet this cut-off point overnight, and the student will receive payment within 3 working days.

Support

The Partners Support Desk will answer 95% of SIS-related telephone calls within 60 seconds off-peak, and 80% in peak processing times (August to October).

The Partners Support Desk will respond to 98% of email enquires within 10 days at peak processing times (August to October), and 4 days off-peak.

Joint SLC and HEP Service Agreement

You can find the [Joint SLC and HEP Service Agreement](#) on the HEP Services website.