Introduction to Confirming Registration & Attendance

HE Account Managers

Partner Services
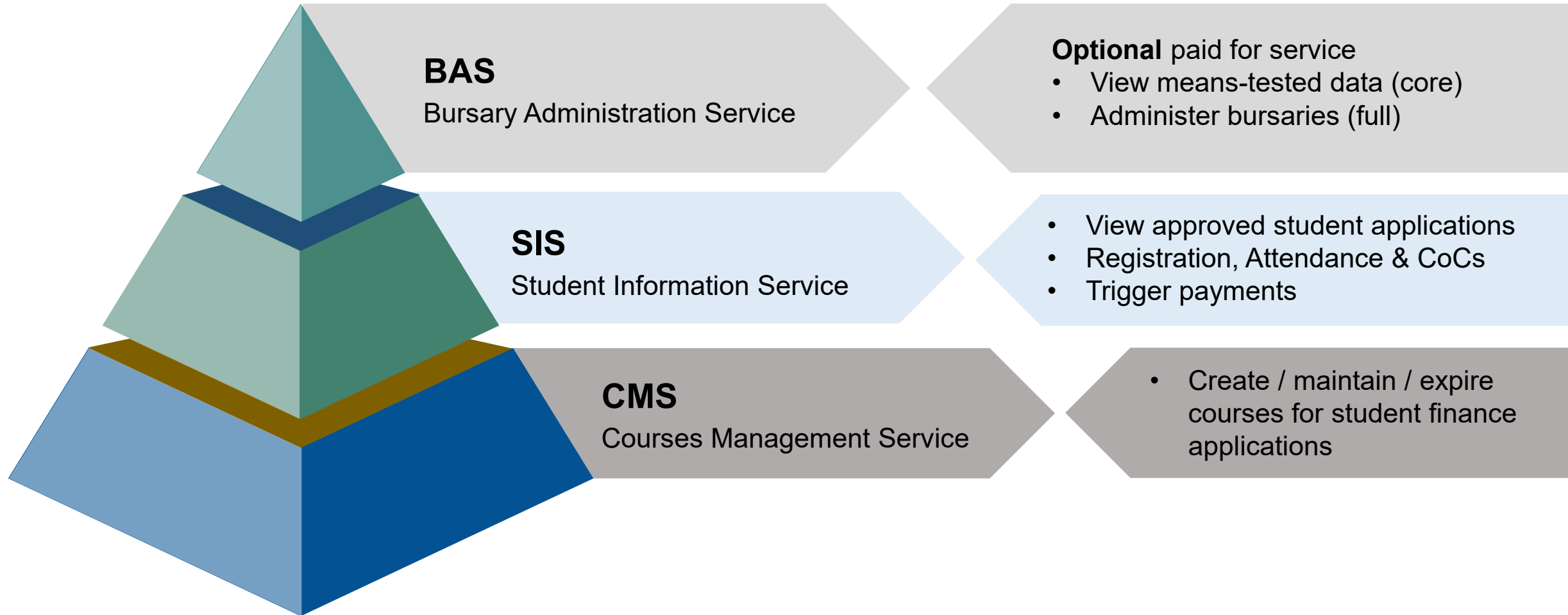
Contents

Introduction & Objectives

Introduction and Objectives

- Attendance management business processes

- Responsibilities of HE Providers and SLC

- High level overview of Student Information System

- Explanation of SLC's Service Standards and Service Definitions

- Explanation of the Change of Circumstances process with a focus on withdrawals
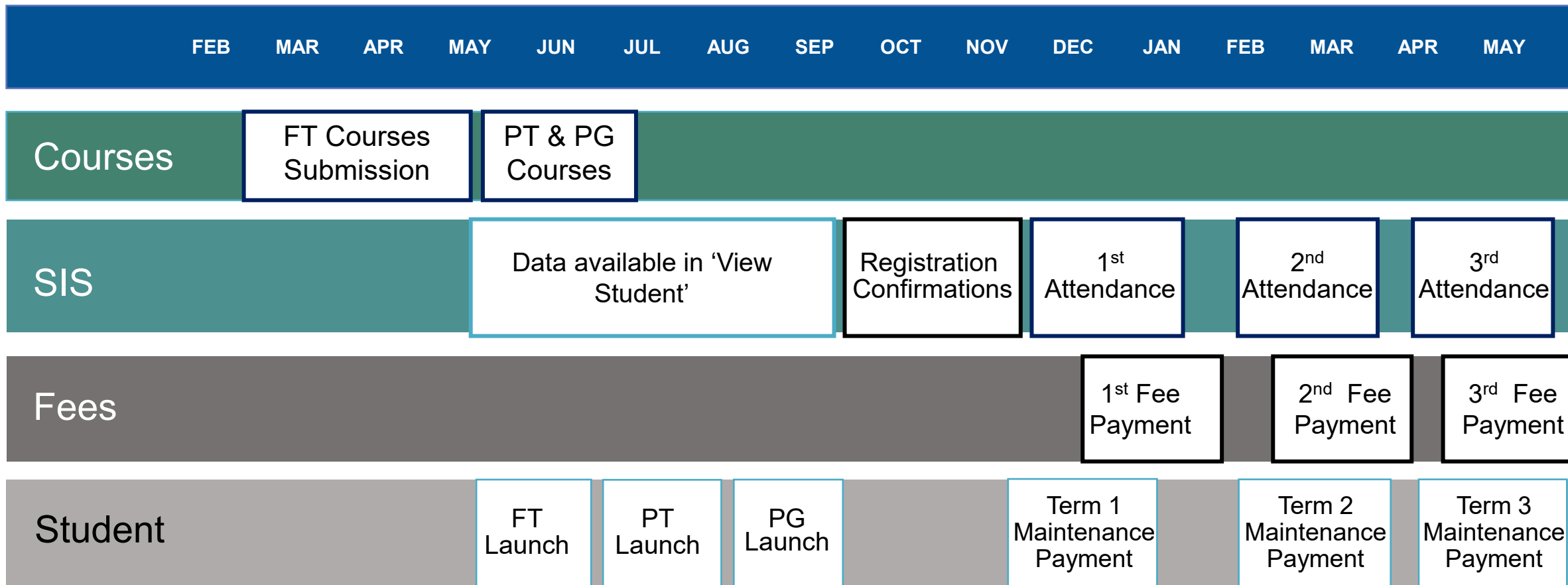
- Signpost to further guidance and support

Portal & Service Standards Overview

Portal Overview

BAS
Bursary Administration Service

Optional paid for service
- View means-tested data (core)
- Administer bursaries (full)

SIS
Student Information Service

- View approved student applications
- Registration, Attendance & CoCs
- Trigger payments

CMS
Courses Management Service

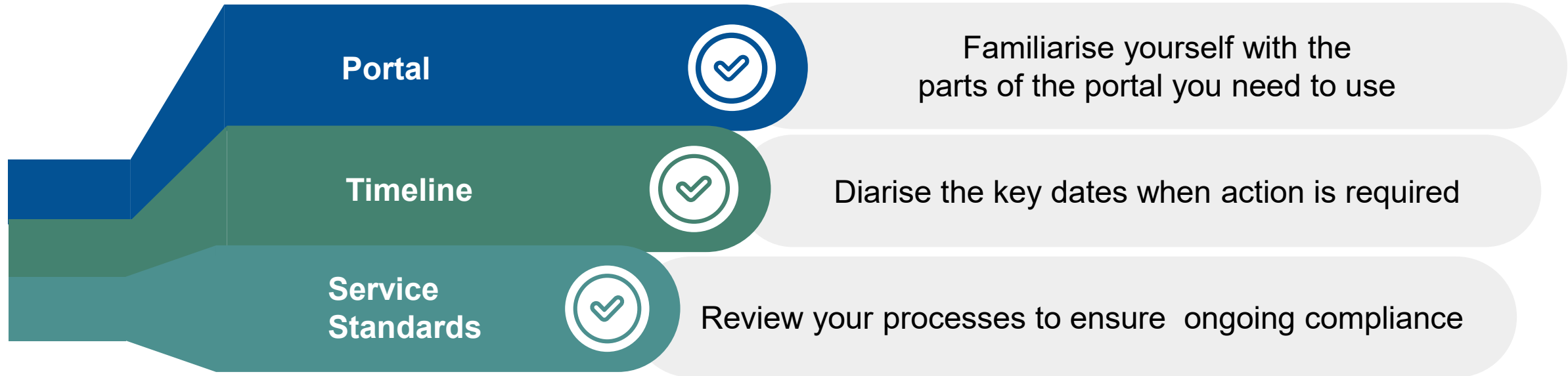- Create / maintain / expire courses for student finance applications

Timeline

Service Agreement and Service Standards

- SLC and our HEP partners need to work together to deliver Student Finance services to students

- An agreed set of Service Standards* are in place setting out expectations and timescales for HE portal administration

- All HEPs sign a Service Agreement with SLC which includes these Standards

*Endorsed by ARC, the Academic Registrars Council & NAMSS, the National Association for Managers of Student Services

Key Points & Actions

Portal — Familiarise yourself with the parts of the portal you need to use

Timeline — Diarise the key dates when action is required

Service Standards — Review your processes to ensure ongoing compliance
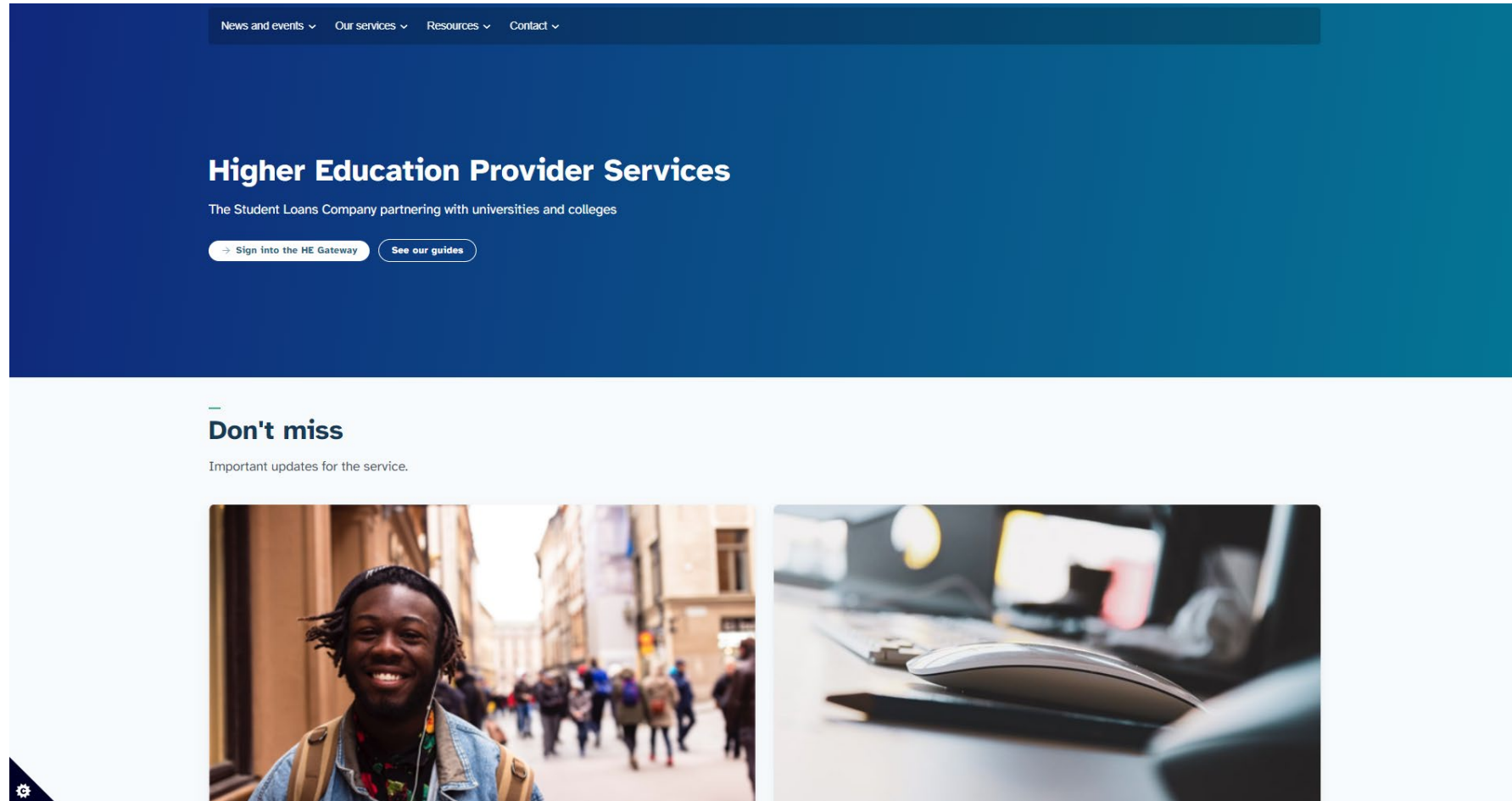
Student Information Service

Higher Education Provider Services (HEP Services) website

Welcome to the HE Gateway

View Student Information – Home

Functionality within SIS

View Student Information	Students appear on SIS once approved
Confirm Registration	Check Registration & clear worklist
Confirm Attendance	Check Attendance & clear worklist
Change of Circumstances	Check CoC & clear worklist
Financial Reporting	Range of Reports on SIS

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View Student Information Filter & Search

- Review student data once an application has been approved

- A wide range of filters to search by: Student, Course or General

- Identify students with incorrect fees or course, missing NINOs, bank details

- Ability to create worklists on date range to avoid duplicate imports into internal institution systems

- Export facility to allow early import of files into your own systems

Student Search	Course Search	General Search

Academic Year	21-22 ⌄	Application Status	Select ⌄
Customer Reference Number		Student Support Number	
Date of Birth *(dd/mm/yyyy)*		Mode of Study	Select ⌄
Forename(s) *Use wildcards (%) for more matches e.g. %Joh%*		Surname *Use wildcards (%) for more matches e.g. %Smi%*	
Last Updated Date From *(dd/mm/yyyy)*		Last Updated Date To *(dd/mm/yyyy)*	
Current Attendance Status	Select ⌄		
Registration Status	Select ⌄		
Current Year Start Date From *(mm/yyyy)*		Current Year Start Date To *(mm/yyyy)*	
Number of Records to Display per Page	25 ⌄	Level of Funding	Select ⌄
		Fee Waiver	Select ⌄

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

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Key Points & Actions: SIS

Applications — These will appear on SIS once approved

Tuition Fees — Check these are correct and submit CoC if required

Course info — Check this is correct and submit CoC if required

Worklists — Regularly check and clear down

Exports — Student info can be exported into HEP systems

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Registration

- Registration refers to the duration of a binding agreement between a person and an organisation for the delivery of educational services

- Alternatively, 'registration' may refer to the event or process through which that binding agreement is concluded

- Students need a registration confirmation at the beginning of each academic year

- When you submit registration confirmation on SIS, it will trigger the release of maintenance support

- These payments will continue unless an intervention (such as a Suspension or Withdrawal) is made

Service Standard

Service/Process	Right First Time	Elapsed Time
Confirmation of start of study (Registration Confirmations)	99% accuracy	82% registrations with 5 days of term start date 95% of registrations within 30 days of term start date

Registration Worklist

Filter

Student Search	**Course Search**

Academic Year `21-22 ∨`

Course Name *Use wildcards to find more matches, e.g. %Mat%* [   ]

Course Start Date *(dd/mm/yyyy)* [   ]

SLC Course Code [   ]

UCAS Course Code [   ]

Method of Attendance `Select                    ∨`

Campus `Select                ∨`

Qualification `Select        ∨`

Course Type `Select        ∨`

Course Status `Select ∨`

Course Fee Rate (£) [   ]

Level of Funding `Select            ∨`

Mode of Study `Select ∨`

Number of Records to Display per Page `25 ∨`

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

Outstanding Registration Confirmations

SSN	Full Name↑	DoB	Course Start Date	Course Name	SLC Code	Registration Confirmation
		06/12/2000	06/09/2021	ADULT NURSING (SEPTEMBER)		Select ∨

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When to confirm Registration & when to submit N code

Student enrols and you are confident they will start / continue course

- Confirm student registration on portal

- Can do this 30 days before term start date

- Remember obligation for face-to-face contact with new students

Student doesn't enrol and you are certain they will not be in HE this year (at your institution or elsewhere)

- Use N code on screen for non returners / 'never attended' to denote Not Registered

- Able to confirm students as Not Registered from Day 1 of term

- The N code needs to be received prior to any Attendance Confirmation or any Bursary Approval in BAS

- Automatically removes the record from the Attendance Worklist and creates an automated Withdrawal CoC

Student doesn't enrol but it's possible they may start HE elsewhere

- Wait 30 days to allow other institution to transfer in the student

- Otherwise student would have to submit a fresh application

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Key Points & Actions: Registrations

Maintenance — Confirm registration to release student payments

Course Details — Check for accuracy as this determines payment dates

Registration Worklist — Regularly check and clear down (populated 30 days before course start dates)

When to confirm — Register if confident student is starting term / course

N Code — Use **only** if confident student **not** doing an HE course

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Attendance on a course means active and on-going engagement with the activities and learning opportunities made available by the Provider within the course duration, including, but not limited to, scheduled learning and teaching activities

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Service Standard

Service/Process	Right First Time	Elapsed Time
Attendance Confirmations	99% accuracy of attendance reports	85% by due date for earliest payment 95% return before 30 days from due date 98% return before 60 days from due date

Attendance Confirmation

- Confirmation of Attendance releases Tuition Fee payments to the Provider

- Attendance is confirmed at 3 liability points in the academic year

- Attendance when the student has started attending the course and has become liable for tuition fees

- Attendance should be confirmed after any cooling off period

Season (AY Start)	Payment 1	%	Payment 2	%	Payment 3	%
AUT (Aug - Dec)	3rd Wed Oct	25%	1st Wed Feb	25%	1st Wed May	50%
WIN (Jan - Mar)	1st Wed Feb	25%	1st Wed May	25%	3rd Wed Oct	50%
SPR (Apr - Jun)	1st Wed May	25%	3rd Wed Oct	25%	1st Wed Feb	50%
SUM (July)	3rd Wed July	25%	1st Wed Feb	25%	1st Wed May	50%

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Attendance Worklist – Attendance Codes

Unconfirmed (57)	Saved (0)	Saved & Reassessed (0)

SSN	Full Name↑	DoB	Course Name	Course Location	Course Year	SLC Course Code	CYSD	TFL (£)	TFG (£)	TFW (£)	STP (£)	Total TF (£)	AC1
		12/10/1993	RADIOGRAPHY (DIAGNOSTIC IMAGING)		2			0.00	0.00	0.00	0.00	0.00	Select --- A C F
		13/07/1988	MIDWIFERY (PG DIP) (PRE-REGISTRATION)-ENG		1			0.00	0.00	0.00	9250.00	9250.00	L N S
		24/05/1998	MIDWIFERY		2			4625.00	0.00	0.00	0.00	4625.00	X D
		11/07/1997	RADIOGRAPHY (RADIOTHERAPY AND ONCOLOGY)		1			9250.00	0.00	0.00	0.00	9250.00	Select ⌄

Positive Attendance Codes

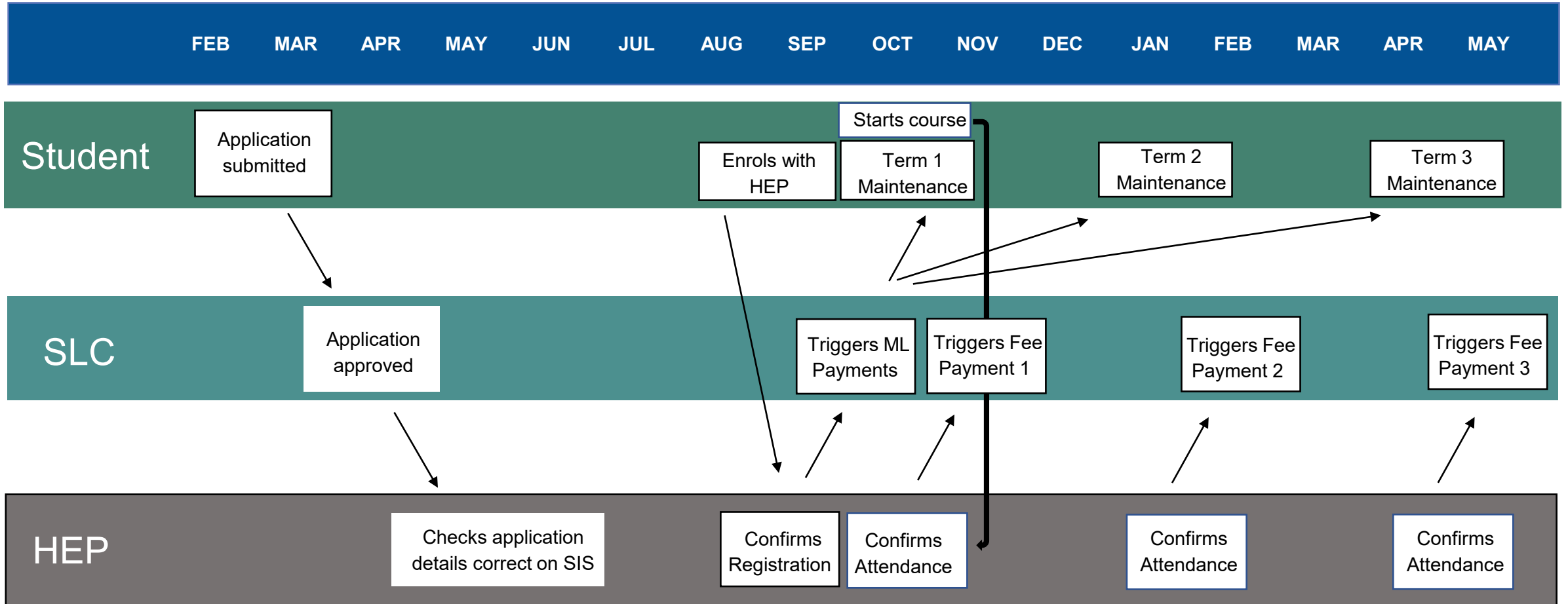| Payment Code	Description	Next Step
Code A	Student is in attendance – course and fee information are correct, **Also:** After reassessment – course and fee information amended correctly	Payment will be released
Code L	In attendance but liability disputed, HEP to resolve	Payment will be released

Negative Attendance Codes

Code D	Not a student at this HEP or 'never attended' – can only be submitted in first liability period to tell us the student never attended. Submitting a D code removes student's support entitlement.	No CoC required; SLC will automatically action
Code C	Course mismatch	
Code F	In attendance but HEP disagrees with fee	
Code N	In attendance but liability disputed, HEP will not resolve	HEP is expected to raise a CoC
Code X	Student withdrawn	
Code S	Student suspended – payments will now be blocked	

Key Points & Actions: Attendance

Tuition Fee Loan

Confirm attendance (**after** confirming registration) to release tuition payments

Attendance Worklist

Clear down regularly (includes Reassessments)

Filters

Use to check liability periods (confirm earliest first)

Negative codes

Follow up with appropriate CoC via the CoC Worklist

Save function

If you use this remember to Submit later

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Payment Processes

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY

Student
- Application submitted
- Enrols with HEP
- Starts course
- Term 1 Maintenance
- Term 2 Maintenance
- Term 3 Maintenance

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- Application approved
- Triggers ML Payments
- Triggers Fee Payment 1
- Triggers Fee Payment 2
- Triggers Fee Payment 3

HEP
- Checks application details correct on SIS
- Confirms Registration
- Confirms Attendance
- Confirms Attendance
- Confirms Attendance

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Change Of Circumstances

Service Standard

Service / Process	Right First Time	Elapsed Time
Verification of Study Programme & Notification of Changes	99 % accuracy	75% of course and fee CoCs within two weeks of course start date (this must precede a first term Attendance Confirmation)

Change of Circumstances

Pre-Liability Where change is made before 1st day of term	Post-Liability Where change is made after 1st day of term
The student can: • Change their course or institution • Change their course fee amount	**The provider can:** • Suspend a student • Withdraw a student from the course • Resume a student • Submit Repetition request for a student

Both Pre- and Post-Liability

The student can:
• Request additional funding (TFL or ML)
• Change their address details
• Update bank details

The Provider can:
• Transfer a student into their institution
• Change the fee amount charged to the student

Change of Circumstances

Transfer

Transferring a student to your Provider

Correcting an error with a student's application (i.e. incorrect year or course)

Moving a student to a different course at the same Provider

Repetition

Notify SLC of a student who fails to progress to the next year of the course and is given the option to repeat

Zero will show in SIS for fees if a student has used their repeat year and does not have a fee entitlement

Suspension

When a student has taken an agreed absence, with a view to return in future

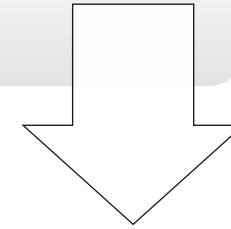The provider will not be able to claim fees whilst the student is suspended
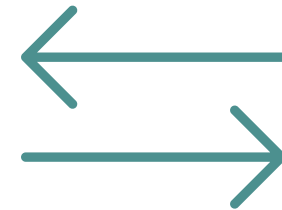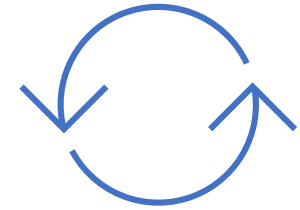
Change of Circumstances

Resumption

When a student returns after a period of suspension within the same academic year

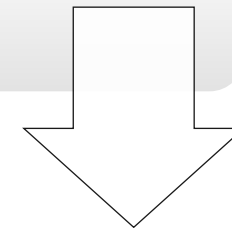Fees will be recalculated based on the resumption date

Fee

Correcting an incorrect fee amount in SIS

If increasing the fees, the fee loan available will be up to the amount the student requested

If the student did not select the maximum loan, an amount will display in the 'Student to pay' column in SIS

Credit

Notify SLC of a student who changes their intensity of study on a Part-Time Course

A credit CoC will reassess the student's maintenance entitlement

Viewing a CoC

You can View a CoC
.

Filter on the Type of CoCs that have been submitted

You can check the status of a CoC

You can filter on mode of study – Full Time or Part Time

View CoCs that have failed automated process and sent for manual processing

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Key Points & Actions: Change of Circumstances

Pre & Post Liability

Best if students make changes themselves where possible before course start date (pre liability)

Processing times

Be mindful of these, especially during peak periods

CoC Home

Use to monitor CoCs – contact SLC if task not actioned after 30 working days

Notes & Duplicates

Avoid Notes unless absolutely necessary (can delay processing) & don't submit duplicates

Attendance Worklist

Students may reappear on the Attendance Worklist following a CoC

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A withdrawal is where an eligible student, with the agreement of their HEP, ceases study on an eligible course with no intention of returning

A withdrawal is considered a termination of a student's period of eligibility

A withdrawal refers to the last day of attendance ('end date'), the point at which scheduled learning, teaching and assessment activities end

A withdrawal means there is no further obligation on the student to pay fees to the HEP

Service Standard

Service/Process	Right First Time	Elapsed Time
Cessation (withdrawals)	99% accuracy	80% of withdrawals reported within 60 days of effective date 95% of withdrawals notified to SLC within 7 days of the withdrawal decision being made

Withdrawals

- If a student decides to withdraw from their studies, they need to let their university or college know immediately

- The university or college should then notify SLC about the student's change of circumstances

- Early notification will prevent any overpayment to the HEP and to the student

Effective Date

- When submitting the Change of Circumstances, you will be required to include the effective date when the student withdrew

- The effective date is the date on which the student's status with the HEP changes

- If the student wishes to return to study in the future, they will be considered a new student

Withdrawal Submitted in Error

- If you have submitted a withdrawal in error, then submit a Resumption CoC with a Note in the box stating 'X or D code submitted in error please reinstate this in the application'

- Where students who have withdrawn from their course or never attended and attendance was confirmed in error:

  - Funding will be recalculated based on the last date of attendance

  - SLC will seek immediate recovery of any finance paid when the student wasn't in attendance

  - Student will receive a new entitlement letter detailing any changes to funding

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Attendance Management Policy

Benefits of a well-defined Attendance Management Policy

- Clearly outlines the HEP's attendance management policy

- Includes information on

  - Cooling off period

  - Engagement

  - Non-attendance

  - Withdrawals / suspensions

- Guidance / expectations for students and staff

Queries & Guidance

Online Resources

heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide

Sections in this guide

Introduction

Student information

Registration confirmation

Combined registration and attendance worklist

Attendance confirmation

Registration confirmation

Registration confirmation

Explains what registration confirmation is and why it's needed.

Read more

What else does registration confirm?

What else does registration confirm depending on the loan product?

Read more

Registration worklist

Registration confirmation export

Further Guidance

For guidance information for SIS, CMS, BAS,

the Service Agreement

and

news

please visit the HEP Services website:

https://www.heinfo.slc.co.uk

Contact the Partner Support Desk

E-mail:
HEP_Services@slc.co.uk

Phone: 0300 100 0642

Contact your Regional HE Account Manager

Questions

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HE Account Managers

Partner Services