

# Attendance Management

HE Account Managers  
Partner Services

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# Attendance Management

# Regulatory Context

- Providers are required to register with the Office for Students' (OfS)
- A condition of registration is that Providers monitor students' attendance and engagement
- The joint Service Agreement between Providers and SLC outlines the detailed requirements in terms of Service Standards
- Service standards include measures for timeliness, accuracy and completeness of the information to be provided to SLC
- The joint Service Agreement is not contractual, but for the mutual benefit of the student to receive timely and accurate payment of Student Loans



# What is Attendance Management?

- Refers to all the processes used to track, record and manage a student's engagement, participation and attendance on their course, including enrolment, during study and on withdrawal or completion of the course
- All providers will have Attendance Management policies and processes, whether formally documented or not
- Student Finance Regulations rely on providers Attendance Management Policies to ensure timely and accurate administration of Student Loans
- **Points to consider :**
  - Are you familiar with your Attendance Management Policy?
  - What should your Attendance Management Policy include?



# Student Enrolment / Registration

# Provider Enrolment and Registration Processes



**SUCCESSFUL APPLICANTS  
UNDERTAKE ONLINE  
ENROLMENT ON HEP  
SYSTEM, OR FACE TO FACE**



**NEW STUDENTS UPLOAD ID  
ONLINE, EVIDENCE OF  
STUDENT LOAN FUNDING  
ETC**



**STUDENT RECORD  
SYSTEMS RECORDS THAT  
STUDENT IS ENROLLED  
REGISTERED**



**HEP CONFIRMS SLC  
REGISTRATION ON SIS  
BASED ON THE STUDENT  
ENROLMENT RECORD**

## Points to consider:

- Are you confident in the accuracy/robustness of your enrolment/registration processes ?
- Is the process consistent across schools/faculties ?

# Processes prior to SLC Registration Confirmation

To achieve accuracy of student records access View Student Information prior to registration confirmation

- You can check student data early, create work lists by date range and identify students with:
  - incorrect fees and course details
  - missing NINOs, bank details
  - outstanding online declaration

## Points to consider:

- How does your HEP carry out these checks prior to confirming Registration?





# Change of Circumstances



<b>Pre-Liability</b> Where change is made before 1 <sup>st</sup> day of term	<b>Post-Liability</b> Where change is made after 1 <sup>st</sup> day of term
<b>The student can:</b> <ul style="list-style-type: none"> <li>• Change their course or institution</li> <li>• Change their course fee amount</li> </ul>	<b>The provider can:</b> <ul style="list-style-type: none"> <li>• Suspend a student</li> <li>• Withdraw a student from the course</li> <li>• Resume a student</li> <li>• Submit Repetition request for a student</li> </ul>
<p style="text-align: center;"><b>Both Pre- and Post-Liability</b></p> <p style="text-align: center;"><b>The student can:</b></p> <ul style="list-style-type: none"> <li>• Request additional funding (TFL or ML)             <ul style="list-style-type: none"> <li>• Change their address details</li> <li>• Update bank details</li> </ul> </li> </ul>	
<p style="text-align: center;"><b>The Provider can:</b></p> <ul style="list-style-type: none"> <li>• Transfer a student into their institution</li> <li>• Change the fee amount charged to the student</li> </ul>	

# 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



Registr

# 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



# 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



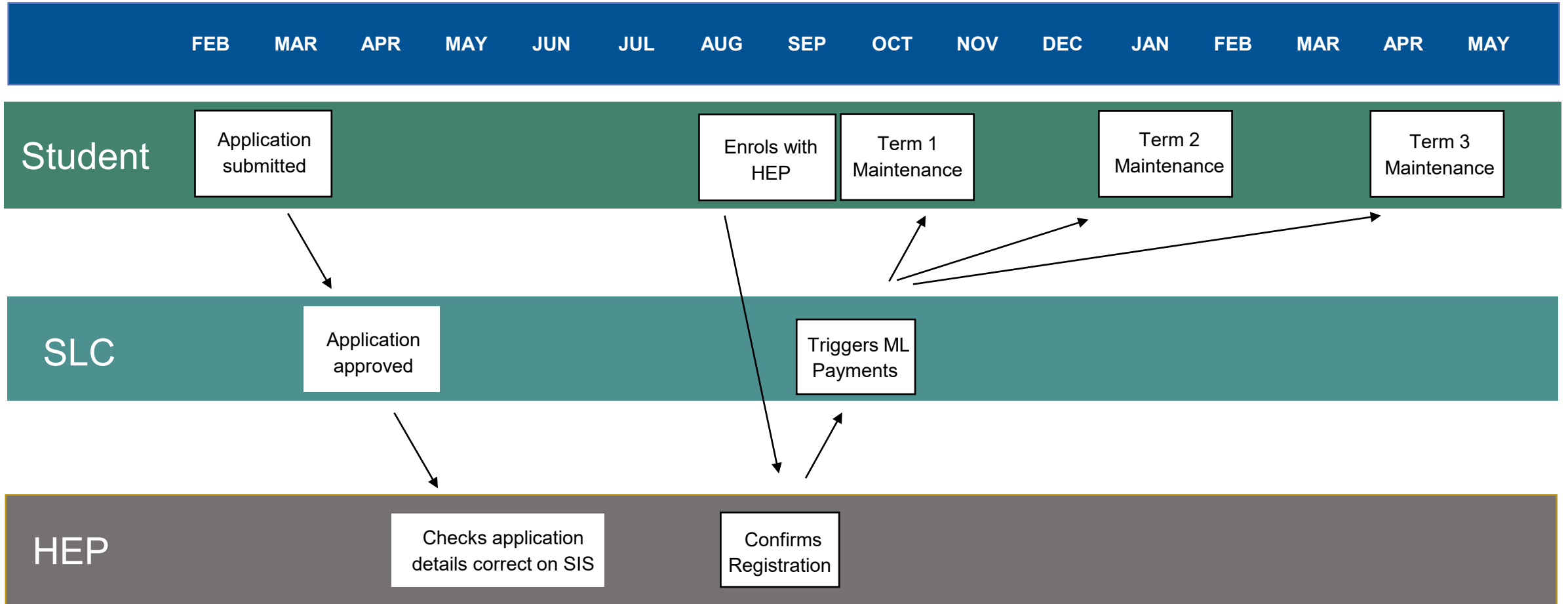
Register if confident student is starting term / course

## N Code



Use **only** if confident student **not** doing an HE course

# Releasing Maintenance Funding



# Registration Confirmation

## SFE or SFW Part-Time Maintenance Loans

- Registration confirms the credit value provided on the application is correct
- The credit value is in the registration worklist on SIS, to tell us about earlier or later credit changes use the Credit CoC

## SFE and SFW Postgraduate Master's – Registration Confirmation confirms that the student

- is in study and meeting the minimum study intensity requirements, if studying part time
- is on track to complete the course within the current course duration
- is studying at least 50% of the full course in the UK



# Registration Confirmation

## SFE and SFW Doctoral Loans – Registration Confirmation confirms that the student

- is in study, on an eligible full doctoral course
- is studying at least 50% of the full course in the UK
- is on track to finish within the duration of their course
- is not /will not be, in receipt of Research Council funding, made by United Kingdom Research and Innovation (UKRI)
- is not/will not be in receipt of Knowledge Economy Skills Scholarships (KESS 2) funding (Welsh providers only)

**For Scottish students** – remember to confirm enrolment to SAAS as well as Registration Confirmation on SIS

- SAAS pays the SAAS Bursary and Fees and
- SLC pays the maintenance Loan





# Registration Confirmation: Provider Responsibilities



Reasons to submit accurate and timely registrations:

- To ensure student gets paid as early as possible after the start of their course
- To minimise the risk of fraud and make payments only to those students who are entitled to them
- To ensure student funding transferred from the Treasury into SLC Bank Account does not sit in SLC bank account, but transfers out to Providers in line with Treasury drawdown forecasts submitted by SLC





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

# 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%

# 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

# Cooling Off Periods

- A **contractual arrangement** based on the T&Cs of each Provider, and separate from student finance (or Cancellation Period )
- During the cooling off period **a student can cancel their contract** for educational services and are not liable for fees
- The duration of this varies across the sector, most common period is 2 weeks
- Confirm attendance for students only when they have become liable for fees, **after** the cooling off period has ended
- If students leave during the cooling off period, the withdrawal date should be the actual date of withdrawal
- If Registration has been confirmed they will have used a year of Maintenance Loan funding

# Positive Attendance Codes

Payment Code	Description	Next Step
Code A	Student is in attendance – course and fee information are correct, <b>Also:</b> 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	HEP is expected to raise a CoC
Code F	In attendance but HEP disagrees with fee	
Code N	In attendance but liability disputed, HEP will not resolve	
Code X	Student withdrawn	
Code S	Student suspended – payments will now be blocked	

# Submission of Change of Circumstance (CoC)

- Negative attendance codes of C,F,N or S will automatically create an Action within the CoC worklist, requiring follow up
- It's important to follow up with the relevant CoC as soon as possible to avoid the student being liable for an overpayment

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

- Where CoCs are backdated the students entitlement will be recalculated and student will be asked to immediately pay back the overpayment
- SLC Collections Team can arrange more flexible terms of repayment for students in overpayment

# Management of Ongoing Attendance

'Attendance on a course means active and on-going engagement'

## How do you monitor ongoing engagement ?

- Record submission of assignments/work on student record/dashboard?
- Record appointments with Tutors?
- Use online registers for lectures?
- Use and record Swipe Card activity on campus?

Consider who collects this information, and how it is fed through to SIS Team?



# Service Standard

CoC Type	Provider Responsibility	SLC Responsibility
Withdrawal	<p>80% of withdrawals reported within 60 days of effective date</p> <p>95% of withdrawals notified to SLC within 7 days of the withdrawal decision being made</p>	Reassessed automatically (where possible) and updated on SIS within 24 hours



# Student not Engaging

In line with your Attendance Management Policy if the student has stopped engaging and you are nearing a liability point

You can submit a Suspension CoC to encourage the student to either re-engage or withdraw

# Attendance Scenarios

# Scenario 1

Registration  
Confirmation



Attendance  
Confirmation



**Student engagement:**

Did not attend

**HEP Action:**

Withdrawal CoC reason  
'Never attended –  
Confirmed in error'

- Has had a positive attendance confirmation submitted by mistake
- Submit withdrawal with effective date 1 day before start of course

**Implications:**

- No ML paid
- Student will not lose years funding
- If fees were released a clawback will occur

# Scenario 2

**Registration  
Confirmation**



**Attendance  
Confirmation**



## **Student engagement:**

Registration confirmed  
Student withdrew during  
cooling off period, before the  
first attendance liability point

## **HEP Action:**

Effective date of  
Withdrawal CoC is during  
'cooling off period'  
No tuition fees will be  
charged to the student

## **Implications:**

- Maintenance loan first instalment paid
- Overpayment to student
- Counts as one year of funding for student

# Scenario 3

Registration  
Confirmation



Attendance  
Confirmation



**Student engagement:**  
Non-arrival

**HEP Action:**

Select **N** code on registration confirmation (never attended) or **D** code for Attendance

**Implications:**

- No funding paid out
- No impact on students future funding
- Student removed from Attendance and Registration Worklist

PASSION LED US HERE



## Best Practice



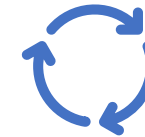
Ensure you have a robust attendance management policy, clearly outlining the triggers, steps and actions for a student withdrawal



Process the Withdrawals in a timely manner, ensuring over 80% are submitted within 60 days of the effective date



Use 'Tactical Suspensions' in situations where uncertainty around ongoing engagement arises



Manage your partners, ensuring that their processes are either aligned with yours, or working towards achieving the service standards

## Further Guidance & Queries



# 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](mailto:HEP_Services@slc.co.uk)

Phone: 0300 100 0642



Contact your Regional  
HE Account Manager

# Attendance Management

HE Account Managers  
Partner Services