

Change of Circumstances

HE Account Managers
Partner Services

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Introduction

Change of Circumstances

The purpose of submitting a CoC is to communicate to SLC when something is incorrect, or needs to be changed in the student's account

You can submit a CoC:

1. When the student's application is approved and visible in SIS before course start (View Student Information)
2. After course start if the students' details change
3. To tell us the detail of the change required after submitting a Negative Attendance Code

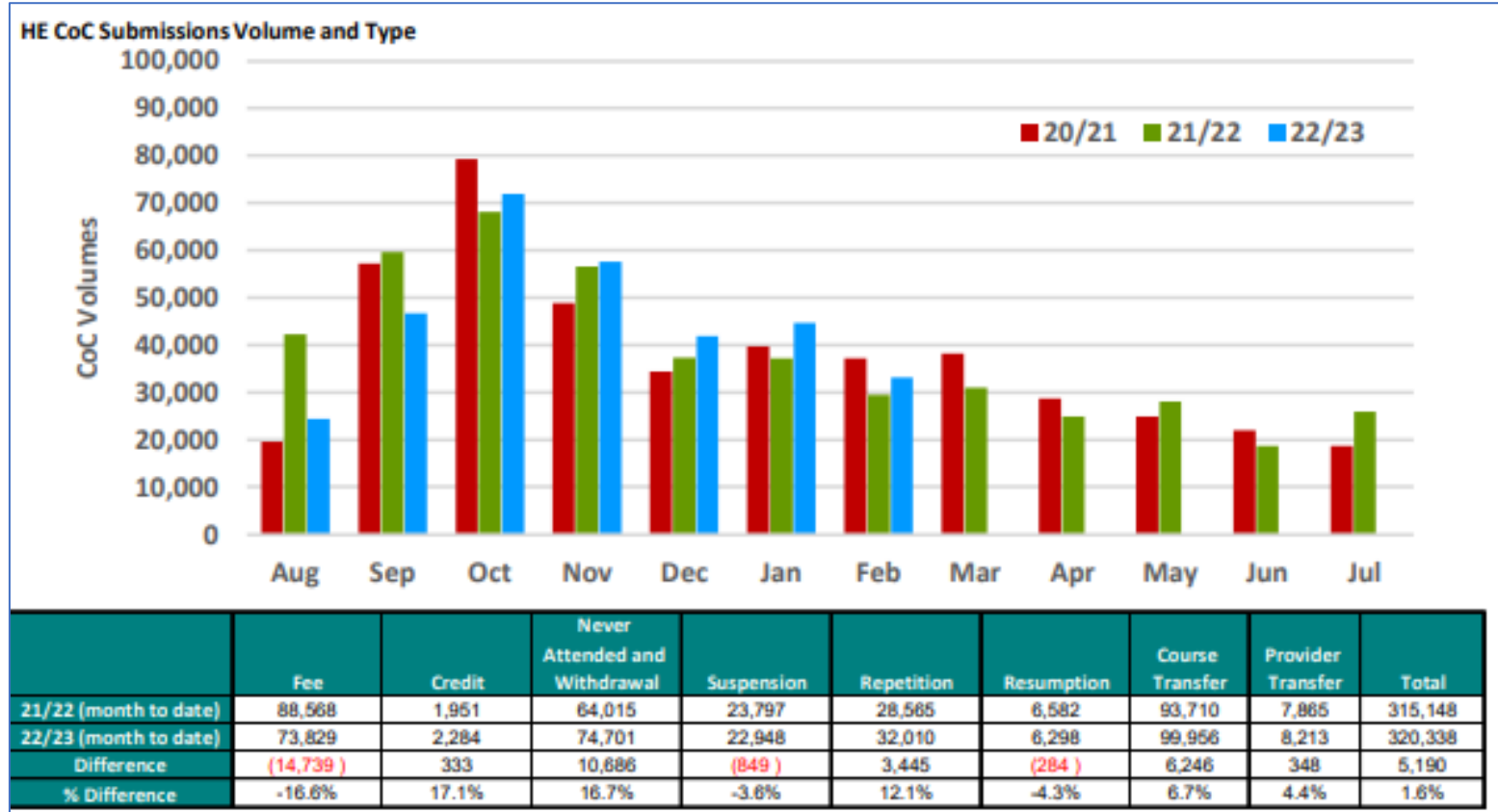


Service Standards

Service / Process	Accuracy	Time to Complete
Verification of Study Programme and Notification of Changes	99%	75% of course and fee CoCs within 14 days of course start date (this must precede a first term Attendance Confirmation)
Withdrawals	99%	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
Change of Circumstances Notifications	95%	80% of CoCs submitted within 60 days of a negative attendance code



- Fee CoCs down 17% Year-on-Year
- Notable increase in withdrawals and 'Never Attended confirmed in Error' with 17% increase on last year
- Suspensions and Resumptions are down but Repetitions have increased by 12%



Provider Responsibilities

Provider Responsibilities

Optimise your student data and notify us as soon as possible of any changes:

- Timely and accurate student finance for students
 - Late submissions or incorrect information can negatively impact students through potential financial hardship, and possible future funding opportunities
- Aligning with Service Standards ensures ongoing compliance and optimum Provider status
 - Ensure your internal Attendance Management policy is understood by academics and others, and there is an awareness of the implications of their actions on student funding



Pre-Liability Change of Circumstances

Where a change is made before the first day of term

Student CoC



Provider CoC



The student can;

1. Change their course or institution
2. Change their course fee amount
3. Request additional funding for Tuition Fee or Maintenance Loan
4. Change their address / contact details
5. Update their bank details

The Provider can;

1. Transfer a student into your institution
2. Change the course details
3. Change the year of study (repeat/placement etc)
4. Change the fee amount charged to the student

Customer Engagement Management (CEM)

student finance **england**

🏠 [Your account](#)

[Your personal details](#)

[Your inbox](#)

[Sign out](#)

Alex Smith

Customer reference number: 000011112222

You have actions to complete

Your progress could be delayed if we do not have everything we need.

Your actions to complete

Action	Status
Enter your bank details	COMPLETED
Enter your National Insurance number	NOT COMPLETE
Provide your identity evidence	NOT COMPLETE
Upload your supporting evidence	NOT COMPLETE

Academic year 2020/2021

BA History Full time

University of Manchester

Your status



Application submitted Processing application Confirm all details Receive payments Prepare for next year

We're processing your application. We'll keep you up to date by email and here in your account.

Manage your student finance

[View your payments](#)

[View and manage your applications](#)

[Upload supporting documents](#)

[Apply for extra help](#)

[Share your student finance information with someone you choose](#)

Help and information

[Understanding student finance](#)

[Contact us](#)

Start something else

[Start another application for student finance](#)

[Support a student's application for student finance](#)

Customer Engagement Management (CEM)



Chatbot Charlie — ×

I can help you with the following tasks.



Chatbot Charlie

I want to change my personal details

I want to change my course/university details

I want to know how to support my child or partner with their application

I can't see my question here



Type your message...



Customer Engagement Management (CEM)



Chatbot Charlie



How would you like to speak to a student finance officer?



Chatbot Charlie

Transfer to student finance officer

Send a secure message

Contact us by phone, social media or post

I don't want to contact student finance

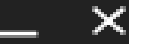


Type your message...

Customer Engagement Management (CEM)



Chatbot Charlie



Transfer to student finance officer

We're now transferring you to a live chat service with a student finance officer.

There are no student finance officers available right now. Would you like to send us a secure message instead? We'll reply within 24 hours.



Chatbot Charlie

Yes

No



Type your message...

Pre-Liability CoCs – Discussion

Best Practice to Consider:

- Use View Student Information to check application data – course details, year of study, fees, Tuition Fee Loan amount/Student to Pay amount
- How to increase pre-liability CoC Submissions?
- When do you contact students where course/fee details are incorrect to ask them to make a change to their Account?

Post-Liability Change of Circumstances

Student CoC



Provider CoC



Where a change is made after the first day of term

The student can

1. Request additional funding (Tuition Fee or Maintenance Loan)
2. Change their address details
3. Update bank details

The provider can



1. Transfer a student into your institution
2. Withdraw, suspend or resume a student
3. Change the course the student is studying
4. Change the course year the student is studying
5. Change the fee amount charged to the student

CoC Scenarios

Transfer In

Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Actions
<p>Student applies for funding at another Provider but does not enrol or commence study.</p> <p>Student decides to study at your Institution</p>	<p>X</p>	<p>X</p>	<p>Transfer In CoC.</p>	<p>Manual Registration releases 1st instalment of maintenance.</p> <p>Liable for fees to your Institution</p>	<p>Undertake Manual Registration</p> <p>Following CoC reassessment student record will appear on Attendance Worklist to be confirmed</p>
<p>Student applies and starts studying at another institution then changes their mind and decides to study at your Institution</p>	<p>✓</p>	<p>✓</p>	<p>Transfer In CoC</p> <p>State full fees for course.</p>	<p>1st instalment of maintenance already released when registered by previous Provider.</p> <p>Student liable for fees – which will be split between Providers depending on Liability periods confirmed by each.</p>	<p>Following CoC reassessment student record will appear on Attendance Worklist to be confirmed</p>

Internal Transfer

Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Actions
<p>Student starts studying at your institution then changes their mind about their course choice and transfers internally to another course</p>			<p>Internal Transfer CoC - all fees to new course.</p> <p>State full course fees and liability</p> <p>Ensure effective date of transfer is prior to the start of the original course</p>	<p>Maintenance support may change depending on the difference in course duration</p> <p>The instalment dates may change depending on the new course term dates</p> <p>Liable for tuition fees</p>	<p>Following CoC reassessment student record will reappear on your Attendance Worklist and require confirmation 'A' (approving course change)</p>
			<p>Internal Transfer CoC - split fees</p> <p>State 100% course fees and liability and system will allocate fees between the two courses</p> <p>Effective date of transfer is actual date of change to new course</p>		<p>Will require confirmation against relevant liability period for the new course</p>

Fees

Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Actions
Student has not requested the correct tuition fee loan	✓	✓	No CoC required	<p>Student can submit a Tuition Fee Loan Request Form via their online account to amend their fee loan</p> <p>If reducing the TFL, they can only do so to the amount of any liability already attached</p>	<p>Following CoC reassessment student record will reappear on your Attendance Worklist and require confirmation 'A' (approving fee change)</p>

Student application questions

Your expected tuition fee charge is **£9,250**.

You may be able to borrow a Tuition Fee Loan of up to **£9,250**.

You'll be responsible for paying any tuition fee amount not covered by your Tuition Fee Loan or bursaries.

- I want the maximum Tuition Fee Loan
- I want to borrow a specific amount

The Tuition Fee Loan amount you've asked to borrow is less than the tuition fee charged by University. You'll have to pay any tuition fee amount not covered by your loan yourself.

Amount

£ 7500

Fees

Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Actions
Student has not requested the correct tuition fee loan			No CoC required	<p>Student can submit a Tuition Fee Loan Request Form via their online account to amend their fee loan</p> <p>If reducing the TFL, they can only do so to the amount of any liability already attached</p>	<p>Following CoC reassessment student record will reappear on your Attendance Worklist and require confirmation 'A' (approving fee change)</p>
Course Fee is incorrect	✓	✓	Fee CoC	<p>Student will only have to complete a Tuition Fee Loan Request Form if, at time of application, they did not select the <i>'maximum available'</i> loan</p>	<p>Following CoC reassessment student record will reappear on your Attendance Worklist and require confirmation 'A' (approving fee change)</p>

Student application questions

Your expected tuition fee charge is **£ 7,000**

You may be able to borrow a Tuition Fee Loan of up to **£ 7,000**

You'll be responsible for paying any tuition fee amount not covered by your Tuition Fee Loan or bursaries.

I want the maximum Tuition Fee Loan

I want to borrow a specific amount

Do you want us to adjust your Tuition Fee Loan if your tuition fee changes?

Universities and colleges sometimes change the tuition fee they charge. They normally tell you about any changes, and let us know.

If this happens, we can **automatically reduce or increase your Tuition Fee Loan** to match the tuition fee charged — we'll send you a letter to confirm this.

If you'd prefer to make any adjustments yourself, you'll be responsible for paying any tuition fee amount not covered by your Tuition Fee Loan.

Yes, automatically adjust my Tuition Fee Loan

No, I'll make any adjustments myself

Repetition

Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Actions
<p>A student fails to progress to the next year of their course and is given the option to repeat modules and attendance is required</p>	<p style="text-align: center;">✓</p> <p>Once student commences their repeat study if starting in a later term</p>	<p style="text-align: center;">✓</p> <p>'C' Code if year of study needs to be amended</p>	<p>Repetition CoC required to provide dates student is repeating from/to</p> <p>Add reasons for part repeat /further information in free text boxes</p> <p>Provide new course end date</p>	<p>Will use 'additional' years funding or will need to provide CPR , if applicable or no TFL available</p> <p>Must be in study for a min. of 8 weeks to eligible for support</p>	<p>Must not transfer students to a different 'intake' to repeat</p>

Final Year course extensions



Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Actions
Student requires a course extension to complete their final year	✓	✓	<p style="text-align: center;">Fee CoC</p> <p style="text-align: center;">Add notes to advise:</p> <ul style="list-style-type: none"> • Extended course date • Reason for extension • Confirmation that the student is still engaging with tutors/lectures etc. 	<p style="text-align: center;">Student will receive additional support up to but not beyond the end of academic year</p> <p style="text-align: center;">This will include Childcare if applicable too</p>	

Note: That if the extension is required beyond the end of the academic year the student will have to make an application for the next AY – funding will be available provided the extension is for a minimum of 8 weeks in the new academic year.



Early completion of studies

Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Actions
<p>Student has completed their course early, during Term 2</p>	<p>✓</p>	<p>✓</p>	<p>Fee CoC</p> <p>Add notes to advise;</p> <ul style="list-style-type: none"> • Date of early completion • Reason for early completion <p>Change the fee liability</p>	<p>Student's maintenance support will be pro-rata'd to the new date of completion which might mean an 'overpayment'</p> <p>Fee liability will be reduced</p>	<p>Following reassessment record will reappear on Attendance Worklist and require confirmation 'A' (approving fee change)</p>

Mode Switchers

Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Actions
<p>Student started on a full time course but midway through the academic year decides to transfer to a part time course</p>			<p style="text-align: center;">Fee CoC</p> <p>In notes provide;</p> <ul style="list-style-type: none"> • New Course Name • New Course Code • Date of Change • New Mode of Study • Credits for PT 	<p>Student is withdrawn from previous mode</p> <p>Student must submit an application for the new mode</p> <p>Student will receive a new entitlement letter once the new application is approved</p>	

Suspension

Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Actions
<p>Student takes an agreed leave of absence for personal reasons</p> <p>If the student is returning at the start of the next AY they should submit an application</p>			<p>Suspension CoC using date of last attendance</p> <p>Indicate reason for suspension</p> <ul style="list-style-type: none"> - Health - Other <p>Provide a date of return (if unknown enter expected date or end of AY)</p>	<p>The student funding will be prorata'd from start of term to point of suspension (+60 days if for health reasons)</p> <p>No further payments will be made until student resumes study</p>	<p>A resumption CoC will only be required if the student returns in the same AY</p> <p>Resumption not required if student returning at start of next AY</p> <p>Suspension required If student is returning later in next AY</p>

Notes:

If the student does not apply for the following AY but tells you they are withdrawing there is no need to submit a Withdrawal.
 If the student does apply for the following AY and tells you they are now withdrawing you can submit a 'D' Code.

Withdrawal following Suspension

Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Action
<p>Student commenced course then takes an leave of absence (suspension) – during suspension student decides to withdraw</p>	<p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>	<p style="text-align: center;">Withdrawal CoC</p> <p>Date last attended should be the <i>'agreed'</i> date of withdrawal (not suspension date)</p>	<p>Student is liable for the fees for the period up to suspension</p> <p>Student maintenance support will be pro-rata'd to date of suspension (Plus 60 days if health reasons)</p> <p>Student will be notified if there is any overpayment</p>	<p>Ensure you check the Attendance Worklist again as once the CoC reassessment has been processed the record will be put back on the Worklist for you to confirm an 'A' to indicate your 'approval' of the revised details</p>





Resumption

Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Actions
<p>Student ready to return to study after a leave of absence</p> <p>1. Midway through same AY that they suspended</p>	<p>✓ Opens for confirmation once the CoC is processed</p>	<p>✓ Opens for confirmation once the CoC is processed</p>	<p>Resumption CoC required providing date the student is returning to study</p>	<p>Student funding will be reinstated and pro-rata'd for the remainder of the AY</p>	<p>Use free text boxes to provide additional details i.e. Placement or conditions of return</p>
<p>2. At the start of a new academic year</p>	<p>✓</p>	<p>✓</p>	<p>No CoC Required – student application resumes</p>	<p>May impact available funding if 'additional' year of funding already awarded</p>	

Withdrawal

Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Action
Student completed registration but had no other engagement	✓	X	<p>Never attended – Confirmed in error</p> <ul style="list-style-type: none"> The effective date of the Withdrawal CoC must be <i>before</i> the course start date 	<p>Student is not liable for Tuition Fees.</p> <p>1st instalment of Maintenance support has been released - student will go into overpayment</p> <p>This will not count as a year of funding</p>	<p>Ensure you check the Attendance Worklist again as once the CoC reassessment has been processed the record will be put back on the Worklist for you to confirm an 'A' to indicate your 'approval' of the revised details</p>
Student in attendance but withdraws after the start date of the course but before the end of the cooling off period	✓	X	<p>Left during cooling-off period</p> <p>Withdrawal <i>after</i> the course start date when the student is no longer in ongoing and active engagement with their course</p> <p>No fees will be charged to the student</p>	<p>Student is not liable for Tuition Fees.</p> <p>1st instalment of Maintenance support has been released - student will go into overpayment.</p> <p>This will count as a year of funding</p>	<p>Ensure you check the Attendance Worklist again as once the CoC reassessment has been processed the record will be put back on the Worklist for you to confirm an 'A' to indicate your 'approval' of the revised details</p>

Withdrawal

Student Engagement	Registration Confirmation	Attendance Confirmation	CoC Required	Impact on Student Finance	Additional Provider Action
<p>Student completes year of study and withdraws during Summer break Or Fails exam boards</p>			<p>None</p>	<p>Student has received all 3 instalments of Maintenance support - this will go into Repayment.</p> <p>This will be counted as a year of study</p>	<p>If student has already applied for next AY you can submit an 'N' or 'D' to cancel application against the next AY</p>
<p>Student commenced course then decides to withdraw due to health reasons</p>			<p>Withdrawal CoC</p> <p>Date last attended should be the 'agreed' date of withdrawal</p>	<p>Student is liable for the fees for the period up to withdrawal</p> <p>Student maintenance support will be pro-rata'd to date of withdrawal</p> <p>Student will be notified if there is any overpayment</p>	<p>Ensure you check the Attendance Worklist again as once the CoC reassessment has been processed the record will be put back on the Worklist for you to confirm an 'A' to indicate your 'approval' of the revised details</p>

Impact of Late Withdrawal CoCs (AY21/22)

Type	Overpayment	Average per student
Maintenance Loans	£26,349,706 paid (10,587 students)	£2,489
Grants	£1,657,739 paid (1,226 students)	£1,352
Fees	£25,950,743 paid to Providers (9,623 students)	£2,697
Total	£53,958,188 overpayments	



Hints and Tips

- Think about using tactical Suspension CoCs if 'non-attendance' pending withdrawal
 - Make sure any notes added are necessary, clear & concise
- Avoid duplicating CoCs – if in doubt after 30 working day SLA deadline has passed contact CoC@slc.co.uk to request follow up

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



Change of Circumstances

HE Account Managers
Partner Services