

# Providers and Course Management

HE Account Managers  
Partner Services

# Contents

- 1 Design Principles of CMS
- 2 Service Standards
- 3 Course Collection and Roll Over Process
- 4 Course Validation
- 5 Anomalies and Errors
- 6 Higher Technical Qualifications
- 7 Queries and Guidance
- 8 Any Questions?

# Design Principles of CMS



A single database of accurate provider and course information



Students should be able to easily find their course when they apply



A student is not made eligible for support unless the course they are on is designated

# Course Management Service

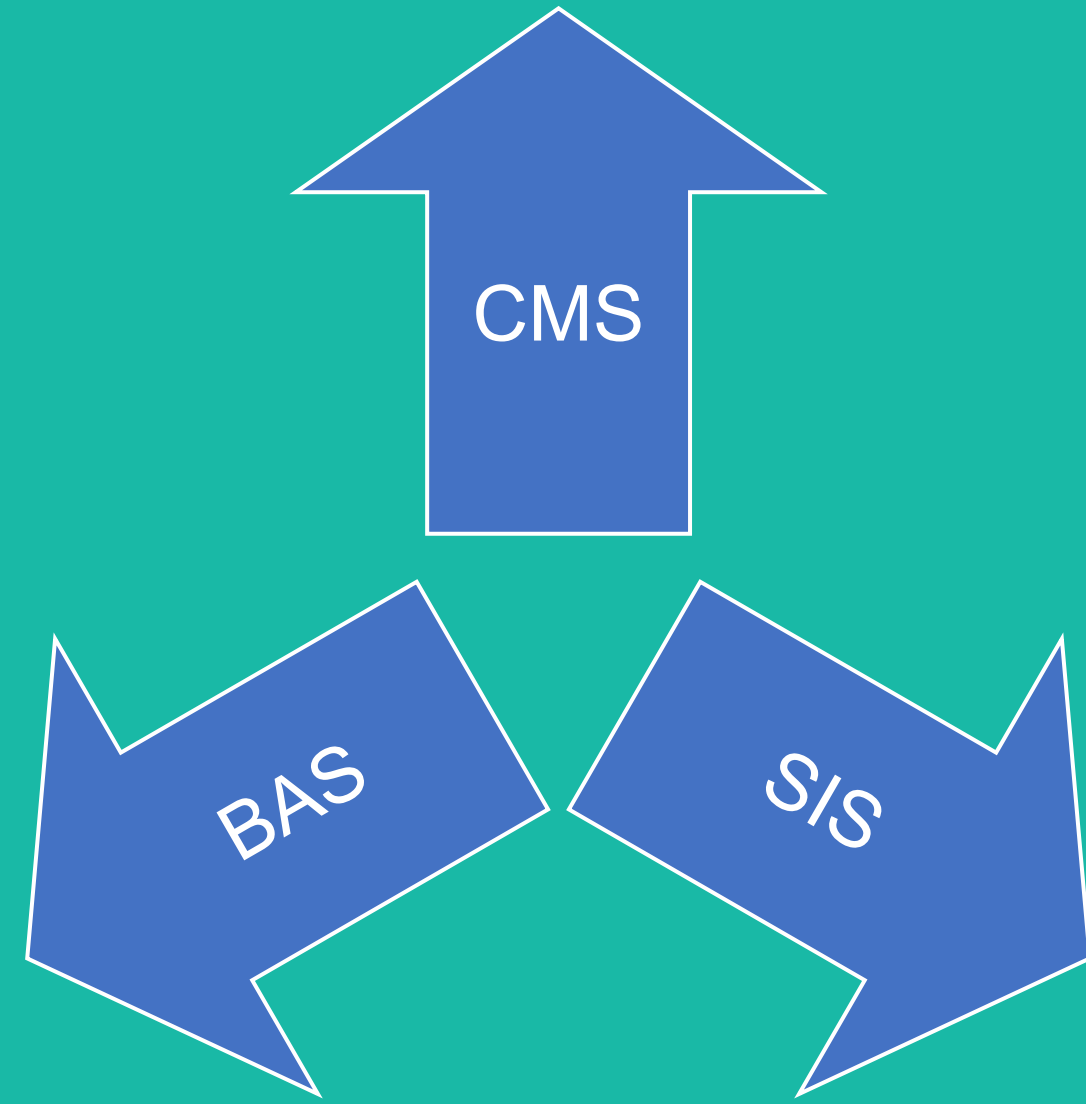
CMS links into SIS, BAS and other SLC portals to provide course information for assessments

It allows SLC to

- Hold a complete list of designated courses
- Ensure that payments are accurate, paid on time and to the right location
- Correctly assess student funding applications

It will allow you to

- Maintain and manage a central log of your course and fee information
- Accurately present your courses to applicants through the online application



# Service Standards

<b>Service/ Process</b>	<b>Right First Time</b>	<b>Elapsed Time</b>
Full Time Undergraduate course submission	95% by course collection deadline  100% by student application launch (commonly mid –late February)	85% submitted - 10 weeks after course collection launch for Universities  14 weeks after course collection launch for all other Providers



# Service Standards

<b>Service/ Process</b>	<b>Right First Time</b>	<b>Elapsed Time</b>
Part Time Undergraduate course submission	95% by course collection deadline  100% by student application launch (commonly mid May)	85% submitted 6 weeks after course collection launch



# Service Standards

Service/ Process	Right First Time	Elapsed Time
Postgraduate course submission	95% by course collection deadline  100% by student application launch (commonly early June)	85% submitted 4 weeks after course collection launch



# Course Collection and Roll Over Process



# Course Collection

- Course collection dates will differ depending on the service and the domicile
- CMS Team will notify you when opening the service and remind you of the deadline for completion

**Full Time Undergraduate:**  
Opened 22nd November

**Deadlines:**

10 weeks (Universities)  
14 weeks (other HEPs)

**Scottish Postgraduate:**

Opened 22nd November  
Deadline: 10 weeks

**Part Time Undergraduate:**

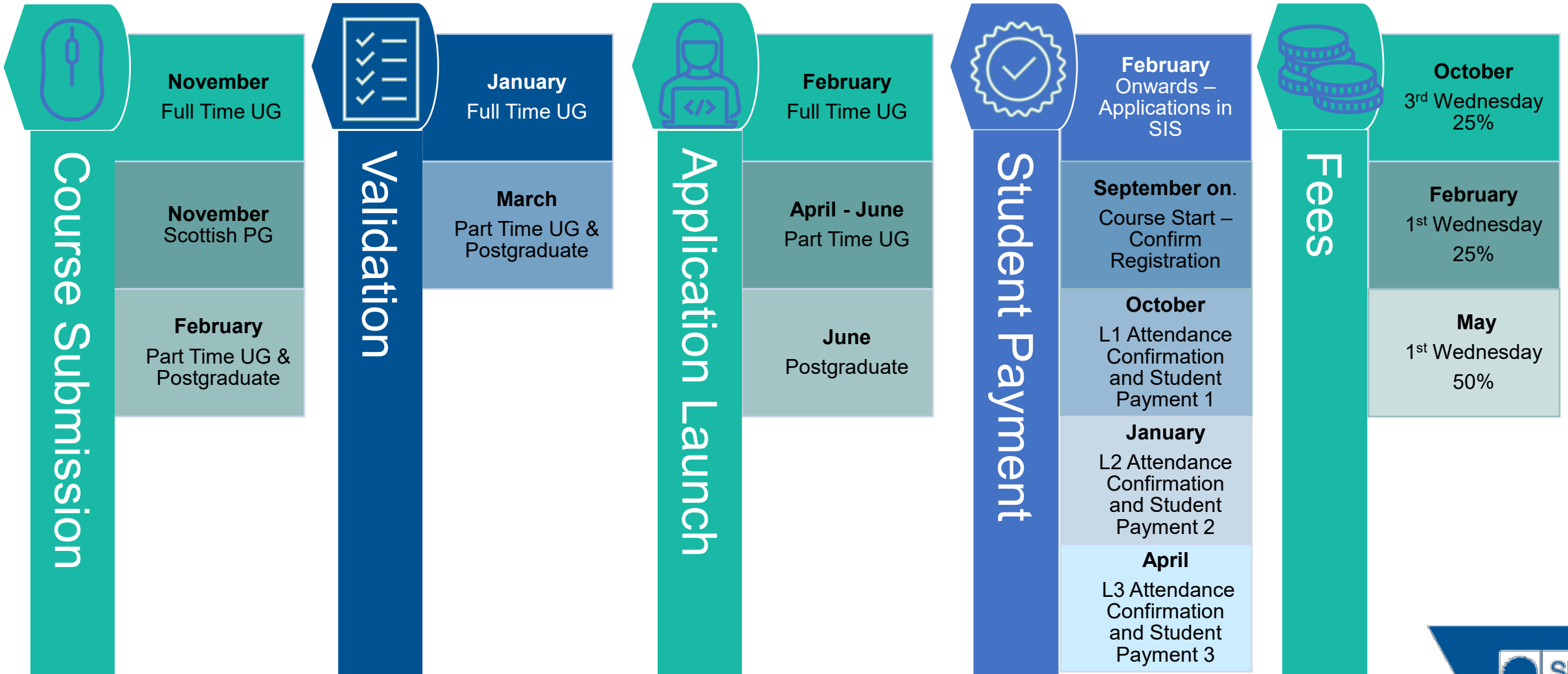
Opened 14<sup>th</sup> February  
Deadline: 6 weeks

**Postgraduate Masters & Doctoral:**

Opened 28<sup>th</sup> February  
Deadline: 4 weeks

*Dates refer to the 23/24 academic year*

# Academic Timeline



# CMS Course Integrity

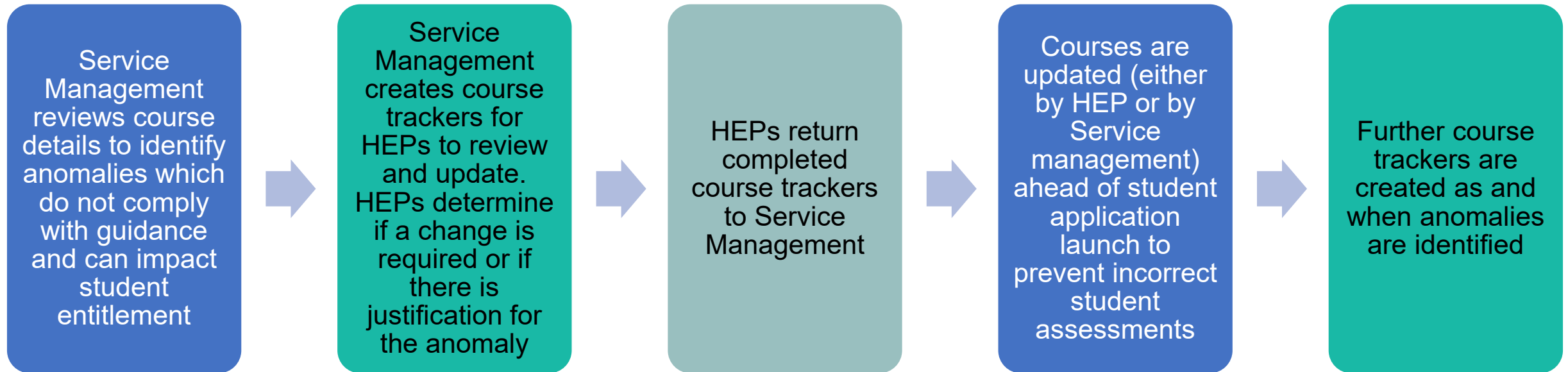
- **Designated Courses:**
  - Only designated courses should be added to CMS
- **Undesignated Courses:**
  - A course that has not been designated should not be added to CMS
- **Course Attributes:**
  - It is your responsibility to ensure that all the information provided is correct and that the relevant attributes have been added to a course



# Course Validation

# Validation Process

- Begins as soon as courses are added to the system. CMS administrators should be available to answer any queries or make any course amendments discovered as part of the SLC CMS validation exercise



Where course amendments are required, these should be made in advance of the student application launch to avoid students being awarded the wrong funding and the need for reassessments

# Last Edit – Time Stamp

From AY 22/23, when you roll courses over, create a new course or edit a course detail, there will be a timestamp available on the Courses page. There are two timestamps available, one for the last date the course details had been edited and one for the AY roll over date

Last Updated 04/03/2022 14:49:25 by MORROWGI1

## Course Variations

FEES APPLY TO	LOCATION	INTAKE	VARIATION NAME	SLC COURSE CODE
Scotland	IT Professional Training Ltd	Aug	HNC ADMINISTRATION & INFORMATION TE...SCO	951843

AY22/23

Academic Year Create Date 04/03/2022 14:49:25 by MORROWGI1



# Right First Time



---

Reassess any applications attached to the course where changes have been made. Work any CoCs that have been raised a result of changes. Increase contact from students to query the reason for any change

---

Once the student application cycle is live and students have started to apply for your courses, if you make any changes then all students attached to the courses concerned will need to be reassessed. If you have altered the course significantly (such as changing the Term Dates) this can alter the students' entitlement as UG funding is based on days/weeks in study

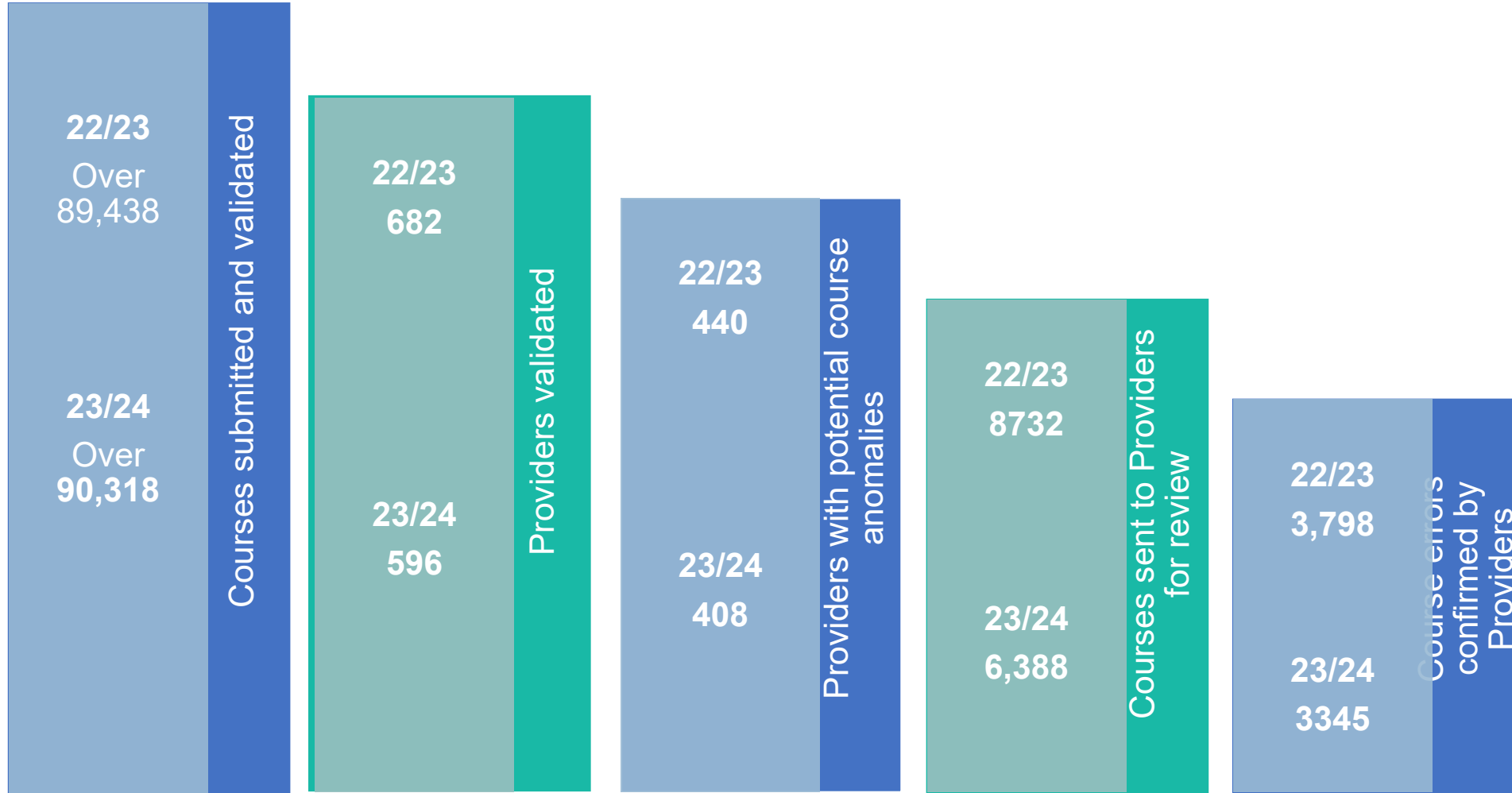
---

Changes to fees will require the HEP to submit fee CoCs to ensure the correct fee is claimed. Increase contact from students to query the reason for any change

# Anomalies and Errors



# Course Anomalies – Full Time



# AY 23/24 Course Submission Errors

## COMMON MISTAKES

Anomaly	Number of Anomalies confirmed as errors
Length	1120
Bank Holiday	1044
Term dates	480
Qualifications	246
Fees	371

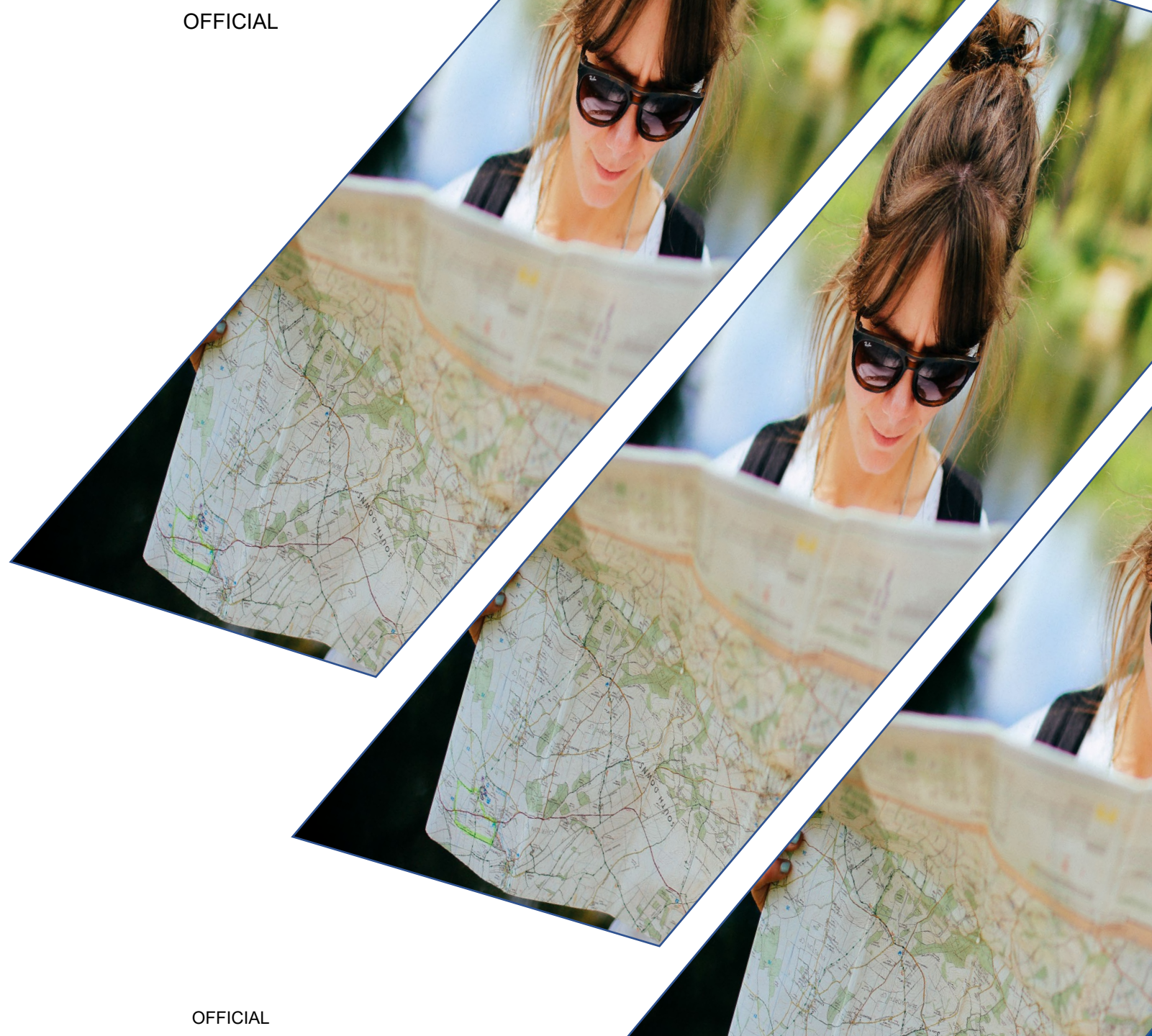
# Locations

Courses can be offered at various campus or franchise locations

**Ensure you correctly apply postcodes when creating location : This can have an impact on a student's entitlement if you have a campus based in London or vice versa for London based institutions**

When adding a franchise use one of the options available from the drop-down menu

Remember the HEP's Access and Participation Plan should be updated to reflect the change



# Tuition Fees: Example of errors

Provider wanted to increase the fees for year 1 students however this was also replicated across years 2 and 3 incorrectly increasing the fees for returners too

Course name	22/23	23/24
BA (Hons) 3D Game Art	All Years £7400	All Years £7700

# Tuition Fees: Example of errors

Provider wanted to increase the fees for year 1 students however this was also replicated across years 2 and 3 incorrectly increasing the fees for returners too

Course name	22/23	23/24	Issue
BA (Hons) 3D Game Art	All Years £7400	All Years £7700	Incorrect as fees should have only been increased to £7700 for Year 1.
BA (Hons) 3D Game Art		Year 1 only £7700  Years 2 & 3 £7400	

# Fees Guidance

The Provider Fee Cap will be the maximum approved by:

- The Office for Students (OfS)
- The Higher Education Funding Council for Wales (HEFCW)
- The Department for the Economy Northern Ireland (DfENI)
- Student Awards Agency Scotland (SAAS)
- This Fee Cap is set for both Full Time and Part Time courses
- When you enter fee information at course level, you will not be able to enter a fee rate higher than your Fee Cap
- **Remember** to amend the fees where Policy Regulations or specific course/course year dictates, such as:
  - Final Year Cap
  - Placement/Study Abroad
  - Year 0
  - Internal decisions to alter fees for year-on-year changes



FEES



# Qualification: Example of errors

Course Name	Qualification	Duration	
MEng Biomedical Engineering	Bachelor Degree with Honours	4 Years	

# Qualification: Example of errors

Course Name	Qualification	Duration	Qualification incorrect?	Reason
MEng Biomedical Engineering	Bachelor Degree with Honours	4 Years	Y	This qualification should be an <b>Integrated Masters</b>



# Qualifications Guidance

## Education courses:

Only a School Centred Initial Teacher Training (SCITT) Provider should use the qualification type **Postgraduate ITT with QTS**

All other Providers should select either:

- Certificate in Education
- Post Graduate Certificate Education
- Professional Graduate Certificate in Education

## Postgraduate Healthcare (English Domiciled Students only):

- Level 7, Allied Health Profession courses, pre-registered, in full time attendance for a minimum of 2 years are funded as Undergraduate
- Add to CMS as **Undergraduate** level of study and qualification type
  - **Postgraduate Healthcare**



# Term Dates: Example of Errors

Course Name	Intake	Y1 Term 1 Start Date	Y1 Term 2 Start Date	Y1 Term 3 Start Date	
BA (Hons) Healthcare Studies	Autumn (August to December)	18/09/2023	27/11/2023	26/02/2024	

# Term Dates: Example of Errors

Course Name	Intake	Y1 Term 1 Start Date	Y1 Term 2 Start Date	Y1 Term 3 Start Date	Term 2 cannot start prior to	Term 3 cannot start prior to
BA (Hons) Healthcare Studies	Autumn (August to December)	18/09/2023	27/11/2023	26/02/2024	01/01/2024	01/04/2024

Term Dates – Courses were entered with Term Dates that do not adhere to guidance

# Term Dates: Example of Errors

Course Name	Intake	Y1 Term 1 Start Date	Y1 Term 2 Start Date	Y1 Term 3 Start Date
BA (Hons) Business	Spring (April to June)	10/04/2023	09/05/2024	27/11/2024

# Term Dates: Example of Errors

Course Name	Intake	Y1 Term 1 Start Date	Y1 Term 2 Start Date	Y1 Term 3 Start Date	Term 2 cannot start prior to	Term 3 cannot start prior to
BA (Hons) Business	Spring (April to June)	10/04/2023	09/05/2024	27/11/2024	01/07/2024	01/02/2025

Term Dates – Courses were entered with Term Dates that do not adhere to guidance

# Term Dates Guidance

Your term dates should be linked to the season which your course begins and there are restrictions as to the earliest a term can begin

Season Start	Term 1 No Earlier Than	Term 2 No Earlier Than	Term 3 No Earlier Than
Autumn (Aug-Dec)	1 <sup>st</sup> August	1 <sup>st</sup> January	1 <sup>st</sup> April
Winter (Jan-Mar)	1 <sup>st</sup> January	1 <sup>st</sup> April	1 <sup>st</sup> July
Spring (Apr-Jun)	1 <sup>st</sup> April	1 <sup>st</sup> July	1 <sup>st</sup> January
Summer (July-Aug)	1 <sup>st</sup> July	1 <sup>st</sup> January	1 <sup>st</sup> April

# Term Dates Guidance

Term dates are extremely important, they dictate when students will get paid loans and grants but also have an impact on students' entitlement in regard to course length



It's vital that the number of teaching weeks (the time your students are attending lectures, undertaking course work or taking exams) is accurate

Many HEPs operate on two semesters rather than three separate terms

As SLC pay your students at three points throughout their academic year we still need to maintain the three terms in our systems

For semesters, you must create term dates that reflect as closely as possible the study pattern of your students

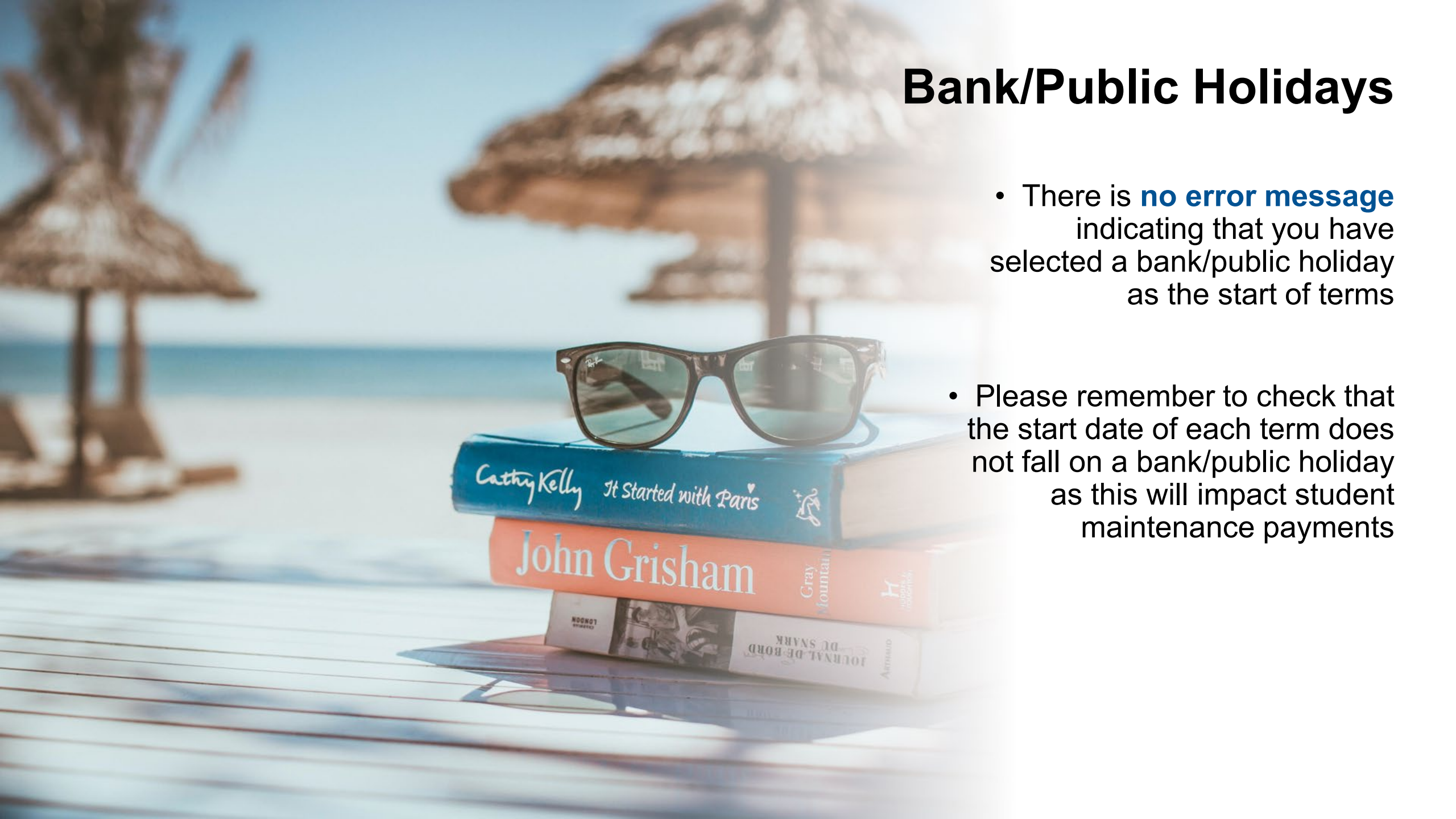
You could use any holiday periods in the second semester as a natural break for your terms

Make sure your term start dates reflect when your students are in study

Refer to CMS guidance on Policy Regulations when submitting Term Dates

# Bank/Public Holidays

- There is **no error message** indicating that you have selected a bank/public holiday as the start of terms
- Please remember to check that the start date of each term does not fall on a bank/public holiday as this will impact student maintenance payments





# Weekend Course Start Dates

On all course types, when entering your term dates, if you enter a date which is on a weekend, the following message is displayed

It is the responsibility of Higher Education Providers to confirm these dates are an accurate reflection of the teaching provided to students attending this course, and are aligned to the institutions academic schedule in accordance with [SLC Guidance](#).

## Weekend course

You have entered term dates which include term dates that start on a weekend.

**Confirm these dates are accurate:**

This course has weekend term start dates

By selecting the check box, you are confirming the course does start on a weekend and you can continue to add your course details

This enhancement has been added to help avoid common term start date errors at the point of course submission

Start  
Dates

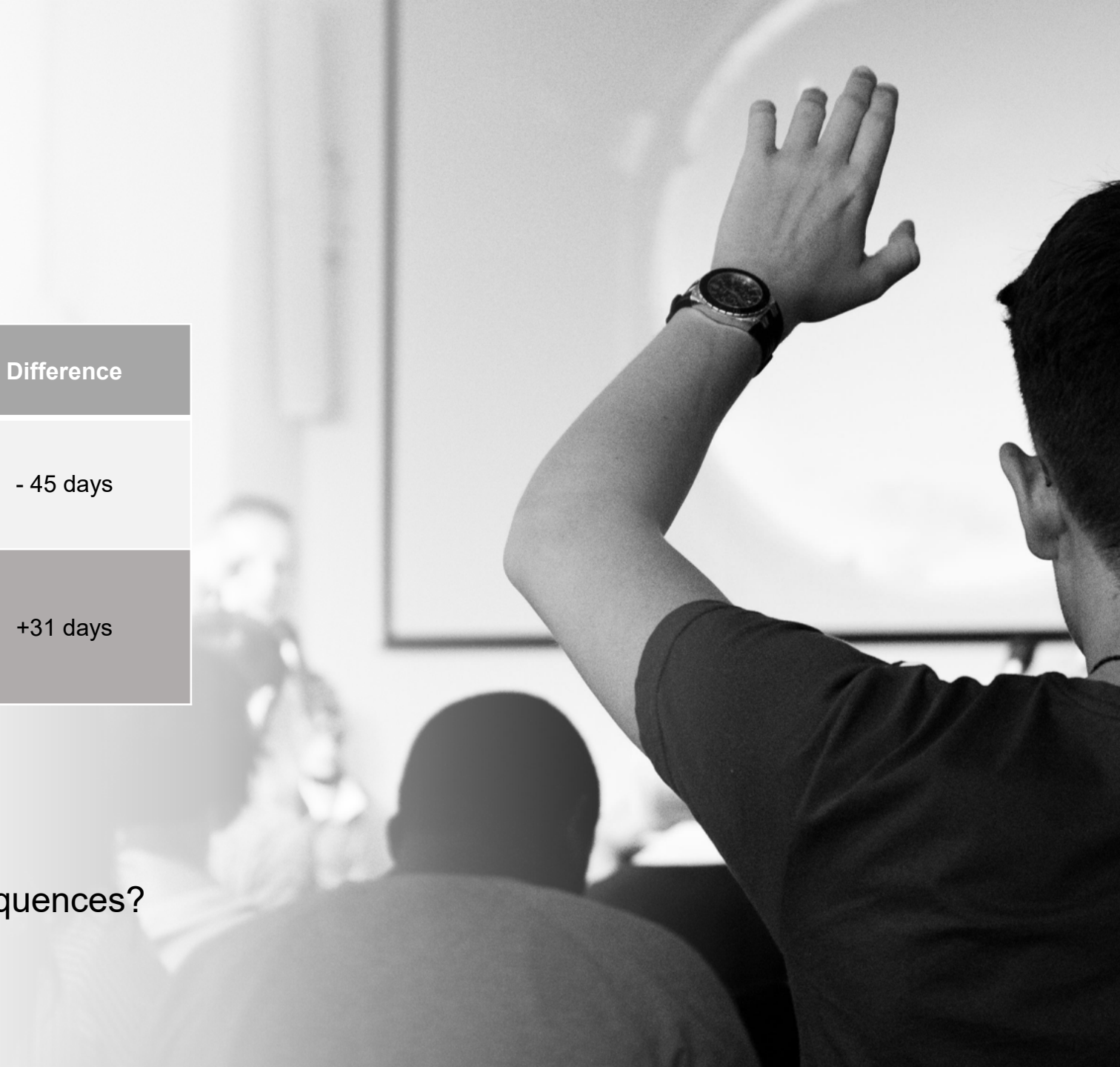
# Course Length: Example of errors

- Term Date Changes:

22/23 course length in days/weeks	23/24 course length in days/weeks	Difference
252 days = 36 weeks	207 = 30 weeks	- 45 days
210 days = 30 weeks	231 = 33 weeks	+31 days

## Group Discussion

Why does this happen? What are the consequences?



# Long Courses Guidance

The course length calculator within CMS will automatically calculate course length and display this on screen

You will see a validation message when submitting term dates over 30 weeks and 3 days

It is the responsibility of Higher Education Providers to confirm these dates are an accurate reflection of the teaching provided to students attending this course, and are aligned to the institutions academic schedule in accordance with [SLC Guidance](#).

## Long course

You have entered term dates which run for **longer than 30 weeks and 3 days**. Students attending this course may be eligible for additional funding.

**Confirm these dates are accurate:**

This is a long course

Add this Course



# Higher Technical Qualifications (HTQ)

# HTQ Course Designation

For HTQ courses to be designated they must satisfy the following requirements:

<b>Qualification / Level</b>	Recognised UK Qualifications at Levels 4 and 5 which have received Institute for Apprenticeships and Technical Education (IFATE) approval as a HTQ
<b>Duration</b>	Minimum duration of one academic year
<b>Fee Charged</b>	Maximum tuition fee of £9,250 (standard fee cap applies)
<b>Certification Body</b>	<p>HEP must be OfS registered provider (or delivering in conjunction with an OfS registered provider)</p> <p>Awarding body will require to have degree awarding powers (or foundation degree awarding powers). If a HEP does not have either and wishes to run a HTQ course, students require to be registered with an Ofqual registered awarding body e.g. Pearson</p>

Where a HTQ course does not meet the minimum requirements, it will **not** satisfy the necessary designation requirements to attract HESF. These courses may instead qualify for ALL

# Queries & Guidance

# 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

# Questions





# Providers and Course Management

HE Account Managers  
Partner Services