

Quick guide

Tuition fee payments for academic year 2020/21

When and why?

We are changing the way that tuition fees are being paid for academic year 2020/21 as a result of the COVID-19 epidemic. The new process will enhance your cashflow and provide you with greater flexibility. For academic year 2020/21 we will allow term 2 tuition fee payments to be made within term 1. We hope that being more flexible with when payments are made to your college or university will help you in this difficult time.

This change will be available for all HEPs, however SAAS students will not have the ability to have their term 2 attendances confirmed in term 1.

Access

To confirm attendance, you must hold Attendance Administrator access on the HE Gateway. If you need this to be added to your account, you can contact the User Administrator at your college or university.

Tuition Fee payment rescheduling

You need to confirm attendance for students who receive tuition fee loans at 3 separate liability points throughout the academic year. These liability points correspond to the 3 terms that make up a student's academic year. For academic year 2020/21 you will be able to submit attendance confirmation for both terms 1 and 2 in term 1. We have made this change in our system to offset some of the difficulties encountered due to COVID-19.

You will be able to submit attendance confirmations after the course start date, dependant on your cooling off schedule. The date of the first payment for term 1 will remain as the third Wednesday in October, which will be 21 October 2020. If you confirm attendance for term 2 by this point the term 2 payment will be made on the fourth Wednesday of October which is Wednesday 28 October. To ensure you receive payments on the first payment date you must submit attendance confirmations by close of business on Thursday 15 October.

The full payment schedule is below.

Season (academic year start)	Payment 1	%	Payment 2	%	Payment 3	%
<i>AUT (Sep – Dec)</i>	3 rd Wed Oct 21/10/20	25%	4 th Wed Oct 28/10/20	25%	1 st Wed May 05/05/21	50%
<i>WIN (Jan – Mar)</i>	1 st Wed Feb 03/02/21	25%	2 nd Wed Feb 10/02/21	25%	3 rd Wed Oct 20/10/21	50%
<i>SPR (Apr – Jun)</i>	1 st Wed May 05/05/21	25%	2 nd Wed May 12/05/21	25%	1 st Wed Feb 02/02/22	50%
<i>SUM (Jul – Aug)</i>	3 rd Wed July 21/07/21	25%	4 th Wed July 28/07/21	25%	1 st Wed May 04/05/22	50%

* You must submit attendance confirmations by the Thursday before the payment date to ensure payments are made on the dates in the table

The fee amount that is attributed to each attendance confirmation will remain the same, despite the change to when you can submit them. An attendance confirmation for term 1 will trigger a payment of 25% of the student's tuition fee. This is the same for term 2, but a term 3 attendance confirmation will trigger a payment of 50% of the student's tuition fee to your college or university.

There will be no change to the payment schedule for term 3, the first of these will be received from Wednesday 5 May for Autumn starts.

To summarise, if you choose to submit term 1 and term 2 attendance confirmations within the first term the tuition fee payment profile for academic year 2020/21 will change from 25%, 25%, 50% to 50%, 0%, 50%.

Confirming attendance

The change you will notice when submitting attendances for academic year 2020/21 is that both term 1 and term 2 attendances will appear in your worklist from the course start date. However, there is no change to how to confirm attendance, therefore please follow the usual steps, found in the attendance and when to confirm quick guide on the [HEP Services website](#).

You will still be able to import attendance confirmations, but you will need to import the term 1 and term 2 attendances in separate files. If you upload an attendance file, the first attendance confirmation that you make will be attributed automatically to term 1 attendance. This is usual practice and the case for all academic years, not just this one.

For this academic year only, term 2 attendances will be available at the same time as term 1. However, there is no requirement that term 2 attendances are confirmed at the same time. If your university or college has decided to wait until term 2 to confirm these attendances and receive the payment within term 2, please do so.

Accuracy of confirmations

You must submit accurate and timely attendance confirmations so that we can release fee payments to your university or college on behalf of students. Usually this will mean waiting for a student to be confirmed in attendance for the relevant term, but this year you will be able to confirm attendance for term 2 before their term 2 has begun. This is an acceptable process for academic year 2020/21 only.

If a student withdraws in term 1 or does not return in term 2, and you have confirmed their attendance for both terms, you will need to submit a withdrawal CoC as soon as possible (you can find the Withdrawal quick guide on the [HEP Services website](#)). As the student has withdrawn, your college or university will have received too much funding. Once you have submitted the withdrawal CoC, we will deduct any overpayment from your next scheduled payment. You will see this in the remittance file as a negative number.

Remittance Report -26/05/2020

Number Of Tuition Fee Payments		Payment Date		Payment Type		Total Fee Amount (£)			
127		26/05/2020		Tuition Fee Loan		12,012.22			

Course Start Period	SSN	Student Surname†	Student Forename(s)	Date Of Birth	Student UCAS Number	Course Code	Course Name	Year Of Course	Fee Amount (£)	Revision Ind
AUT				/1998		264586	CRIMINOLOGY	2	2,081.25	Y
AUT				/1998		264586	CRIMINOLOGY	2	2,081.25	Y
AUT				/1998		264586	CRIMINOLOGY	2	4,162.50	Y
AUT				/1998		264586	CRIMINOLOGY	2	-9,250.00	Y
AUT				/1998		606790	ECONOMICS WITH PLACEMENT	4	3,600.00	Y
AUT				/1998		606790	ECONOMICS WITH PLACEMENT	4	-9,000.00	Y

The image above shows a remittance report where there is a clawback of funding that has been made to the college or university.

Change of Circumstance

The change we are putting in place for academic year 2020/21 will have an impact on the attendance confirmation process, as we have shown in this guidance, but there are very few impacts on Change of Circumstance process.

Please continue to submit accurate and timely CoCs, as well as the corresponding attendance code, and we will continue to process them within 30 working days within peak (August to the end of November), or within 20 working days outside of the peak period.

The one change that you should be aware of is with external transfer CoCs.

Example:

University A has confirmed attendance for both term 1 and term 2 for a student within term 1, but the student transfers to HEP B at the beginning of term 2. The transfer CoC should be submitted as normal, but when this has been processed the student will appear on university B's attendance worklist and university B will need to confirm their term 2 attendance.

Since university A has received payment for term 2 already, our system will deduct the value from their next scheduled payment for your university or college.

If you submit a CoC for a student, you should submit the corresponding attendance code for the next available attendance period. If this is the term 1 attendance period, please do not submit an A attendance code for term 2 until the CoC has been processed and an A code has been submitted for term 1.