

## Quick guide

### Registration confirmations

#### When and why?

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.

It is your responsibility to make timely and accurate registration confirmations to release maintenance and contribution to cost payments to students. Students will need one registration confirmation at the beginning of each academic year in the Student Information Service (SIS). When this is submitted, it will trigger the release of the maintenance grant or loan and contribution to cost loans. If you have set the registration confirmation as a nominated trigger in the Bursary Administration Service (BAS), it will also release bursary or scholarship payments to this student.

Students will appear on the **Registration Worklist** for confirmation 30 days before the start of their course. You should submit a registration confirmation as soon as a student has been enrolled. For new students this is normally after you have had face-to-face contact with them. However, how you accept student registrations is at your discretion. You can wait 28 calendar days to submit a **Not Registered** confirmation to allow the student time to register at a different university or college. If you know that the individual is not pursuing higher education, you should make the submission as soon as you find out.

You need to ensure that there is a process in place for independent validation of registration confirmations. A minimum of two members of each university or college should be involved in the process for assurance purposes. You can achieve this in several ways:

- by saving confirmations in SIS and allowing a second person to check for accuracy before submission
  - having different individuals determining that student registration has been completed and submitting the confirmation in SIS
  - if confirmations are system generated, the process managers are responsible for assurance of accuracy and security of the involved systems and processes (for example, where Admissions creates the entry in the student record system after accepting a student, and Registry uses their internal system and SIS to confirm registration, the process managers would be an Admissions Manager and a Registry Manager)
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Any student receiving maintenance or contribution to costs funding will need registration confirmation.

## Access

You must hold Registration Administrator access to the HE Gateway to confirm registrations. If you need this to be added to your account you should contact the User Administrator at your university or college.

## What else does registration confirm?

Registration confirms that the student is registered or enrolled according to the definition at the beginning of this document. It also confirms some other aspects specific to certain products outlined below.

### Undergraduate Part-Time Maintenance Loans (PTML)

For SFE and SFW PTML products, you need to confirm whether the number of credits the student has told us they will be completing in the academic year on their application is correct. This will be part of the registration confirmation. This credit value will be visible in the **Registration Worklist** on SIS, as well as the **Course Information** tab under **Detailed Student Information**, but will only be mandatory for PTML students. The **Credit** field will also be included in the **Extended Student Information File**, the **Summary Student Registration Information File** and the **Registration Confirmation Import** on SIS. You can also notify us of earlier or later credit changes using a new Credit CoC. You can find further information about this in the Credit CoC quick guide.

If you disagree with the credit value showing on SIS, you can amend it for the relevant academic year. This will automatically raise a CoC to change the credit value. Therefore, once we have processed the CoC and completed a reassessment, the student will reappear on the **Registration Worklist** for confirmation. You can find further information on how to confirm or amend credit values for PTML students in the Registration Worklist quick guide.

### Postgraduate Master's and Doctoral Loans

The Department for Education (DfE) requires a 'confirmation of study' before releasing payments. For this, we use the registration functionality as it triggers payments directly to students. This 'confirmation of study' (registration) also confirms:

- Postgraduate doctoral
  - the student is in study – once the student has enrolled on their programme of study they are deemed to be in study
  - the student is on an eligible full doctoral course
  - the student is studying at least 50% of the full course in the UK

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- the student is on track to finish within the duration of their course
  - the student is not or will not be\* in receipt of Research Council funding, made by United Kingdom Research and Innovation (UKRI)
  - the student is not or will not be\* in receipt of Knowledge Economy Skills Scholarships (KESS 2) funding (Welsh providers only)

\*Students who have applied for UKRI or KESS 2 funding and are waiting to hear if they have been successful should not apply to us for the Postgraduate Doctoral Loan. Once the student has received confirmation that they will not receive funding from UKRI or KESS 2, they can then apply for funding from us if they wish. Also, students who have the intention of applying for UKRI or KESS 2 funding later during their course should not apply for doctoral funding from us.

- Postgraduate master's
  - the student is in study – once the student has enrolled on their programme of study they are deemed to be in study
  - the student is meeting the minimum study intensity requirements if studying part time  
*Part-time courses should be no more than twice the length of their one- or two-year full-time equivalent if you provide one or, if you have no full-time equivalent course, be no more than 3 academic years*
  - the student is on track to complete the course within the current course duration
  - the student is studying at least 50% of the full course in the UK

## What to do if the student does not meet one of the criteria?

### Student is not in study

If students are taking a temporary break from their studies, you should process them as suspended. You can use the Suspension Change of Circumstance in SIS to do this.

If the student has not attended after the start of the academic year, and has not notified you of circumstances such as a suspension, you should submit an **N** registration code. For undergraduate students, you should wait up to four after the term start date to submit a **Not Registered (N)** code. This will allow students time to be manually registered at another university or college if they have chosen to attend a different provider. If you know that the student has decided to not pursue higher education, you should submit the **N** code earlier.

### Postgraduate student is not progressing

If the student is not progressing and it is likely that they will not complete in the duration of the course they're enrolled on, you can transfer them to a course with a longer duration as long as there is no element of repetition of study. The longer course must be within the eligibility criteria for the student finance product. If this is not the case (example below), you should contact us using the process outlined in the next section and set up the new course in the Courses Management Service (CMS).

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Example:

The student is on a 3-year postgraduate doctoral course.

At the start of year 3 it is evident that the student will not complete at the end of the third year.

You can transfer the student onto a course with a longer duration to match their progression, meaning a 4-year course or longer.

You will not be able to do this if the student is already on an 8-year doctoral course and at the start of the eighth year it becomes clear that they will not complete in that year. Only courses up to 8 years in length are eligible for doctoral funding, therefore you cannot transfer the student to a longer course.

## Refer to SLC

If the student does not meet the outlined criteria and the scenarios above do not resolve the situation, you should not submit a registration confirmation. Instead, you should contact us by emailing [HEP\\_Referrals@slc.co.uk](mailto:HEP_Referrals@slc.co.uk). Please provide the following information in your email:

- email subject line 'PGD Registration'
- the student's name
- the student's CRN
- the student's SSN
- the academic year
- the specific reason why the student does not meet the registration criteria
- Your HEP code
- your full name
- the email address registered under **SIS Contacts** (if you are sending the message from an email address that is not registered there)

If a student starts a doctoral course with SLC funding but circumstances change in a way that opens a route to UKRI or KESS 2 funding that was not previously intended or possible, you should follow a similar process as above and email us at [HEP\\_Referrals@slc.co.uk](mailto:HEP_Referrals@slc.co.uk). Students will become ineligible for SLC doctoral funding from the date they are in receipt of the alternative funding. You should not use the Withdrawal CoC in these cases, as the student is still in study and the CoC would therefore be inaccurate. Please provide the following information when contacting HEP Referrals:

- email subject line 'PGD UKRI Funding' or 'PGD KESS Funding' as appropriate
- the student's name
- the student's CRN
- the student's SSN
- the academic year
- the date from which the student was or will be in receipt of the UKRI/KESS funding
- your HEP code
- your full name
- the email address registered under **SIS Contacts** (if you are sending the message from an email address that is not registered there)