

Quick guide

CoC csv import

Purpose

The aim of this quick guide is to give instructions on how to import CoC information into SIS using a csv file.

When and why?

You already have the ability to upload these details using an xml file, but you may find a csv easier to update.

Here you can find information on the Change of Circumstance (CoC) file import which will allow you to submit CoCs for Suspension, Resumption, Withdrawal, Transfer, Repetition, Credit and Fee Revision.

The service level for CoC processing is 20 working days, or 30 working days in peak periods (August to end of November).

Access

You must hold CoC Administrator access on SIS to upload CoCs. If you need this to be added to your account you should contact the User Administrator at your university or college.

Uploading csv file

GO to **CoC Home** from the **SIS homepage**, then select **Import CoC** from the menu.

You can upload CoCs using a file with the **.csv** extension. The records of the file should be ~ separated for each data item. A file submitted through the **CoC Import** screen must contain a minimum of one and a maximum of 1,000 CoCs. There is no limit to the number of files that you can submit.

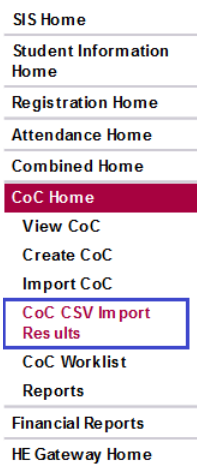
The headers in the file will differ depending on the CoC type you want to import. For example a file uploading a list of Withdrawal CoCs will need to include the following headers:

- CoC type
- HEI code
- academic year
- SSN/CRN
- SLC course code
- UCAS course code
- actual course year
- other course year
- tuition fee charged
- tuition fee liability
- date of last attendance
- withdrawal reason
- further explanation

For the exact header names, formats and further information please contact the Partners Support Desk, contact details below, and ask for the **technical specification** that includes this.

View results

After you have uploaded the file, it will appear on the results once processing is completed and will show the success and failure counts for the records in the file. Any files that have failed to upload properly will have a 1 in the **Failed Count** column.



This image above shows where to find the import by csv button in the SIS menu.

Validation

Initial validation

When you upload your file, our systems will perform multiple checks. If a CoC fails any of these validations, the CoC details will not be imported into the system. There are two messages that can appear on the **Import CoC** screen. If you see either of these, you should review the file you are trying to upload.

This file has already been submitted. Please select another file – This is displayed when our system finds out that this is a copy of a file sent in the last 28 days.

The Student Information Service element does not meet the specified format. Please update the file and re-submit – If the headers are not in the correct format, you will see this message.

Secondary validation

If the file passes the first round of validation it will be imported to the system where the second round of validation will take place. If a CoC fails any of these validations, the CoC details will not be saved into the system. The results of this will be displayed on the **Import Results Summary** screen. There are 5 reasons that a file can fail validation at this stage.

The selected file includes forbidden characters (< # \). Please update the file and re-submit - There has been a character that is forbidden included in the file.

Can not create the CoCs for HEI <<HEI CODE>> using bulk CSV upload.

Please review – If your university or college does not have permission to create CoCs using the bulk csv process, you will see this error message.

This record has exceeded the maximum allowable rows for CoC bulk submission. Please review - If the file holds more than 50 records then you will see this error message.

Invalid CoC Types in File. Please review – If the CoCs in the file are invalid then you will see this error message.

Maximum Number of Records Exceeded, Invalid CoC Types in File. Please review - If all the records in the file have an invalid CoC type and there are more than 50 records then you will see this error message.

Contact

If you have any queries about updating course or student information, please contact the Partners Support Desk.

Tel: 0300 100 0642

Email: HEP_Services@slc.co.uk