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# Quick Guide

## External resit

### Purpose

This quick guide will tell you how to process an external resit student's change of graduation date using a Change of Circumstance notification (CoC) in SIS.

### When and why?

You must submit accurate and timely CoC notifications when a student's course details change. All CoCs must be submitted via SIS except for SAAS and Part-Time Grant students (excluding new Welsh Part-Time Loan and Grant students from AY 2014/15). You should submit changes for SAAS students directly to SAAS. For Part Time Grant students you need to request a CoC form by emailing [coc@slc.co.uk](mailto:coc@slc.co.uk).

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 create CoCs. If you need this to be added to your account you should contact the User Administrator at your university or college.

### Create Fee CoC

You can create a CoC from the **CoC Worklist**, the **Detailed Student Information** screen or from the **Create CoC** screen in the **CoC Home** area of SIS. This quick guide will tell you how to use the **Create CoC** screen.

- select CoC Home from the left-side menu of the **SIS Home** page
- the **CoC Home** menu will be visible showing the CoC sub-areas that apply to your user access level
- select **Create CoC**

You must now select the type of CoC you want to create

- select **Fee** from the **Change of Circumstance Category** dropdown menu
  - select the academic year you want to apply this CoC to from the **Academic Year** dropdown menu
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- select the **Next** button

You will now be prompted to enter the details of the student that you want to apply this CoC to. You can enter the **SSN** (Student Support Number) in the search box to find the student's details.

- select the **Next** button

You will now see the **Change of Circumstance Details** where you can enter the specific details of the change. As you will not be changing the **Tuition Fee Amount**, **Course Tuition Fee Liability** or **Course Year**, you should enter the same details that we already hold for the student.

In the text box please give us the information on the external resit in the below format.

Reason: **Resitting Externally**

Expected date of completion: **XX/XX/20XX**

## Contact

If you have any questions about updating course information, please contact the Partners Support Desk:

**Tel: 0300 100 0642**

**Email: HEP\_Services@slc.co.uk**