

Quick guide

Full-time Fee Change CoC

When and why?

You must submit accurate and timely CoC notifications when a student's course details change. All CoCs must be submitted via the Student Information Service (SIS) except for SAAS and PT Grant students (excluding new Welsh PT Loan and Grant students from AY 2014/15). You need to submit changes for SAAS students directly to SAAS and for PT Grant students you should request a CoCo form by emailing coc@slc.co.uk.

You should only use a Fee CoC when a student's record appears in SIS and the fee amount is incorrect.

The Service Level Agreement (SLA) for Fee CoC processing is 20 working days, or 30 working days in peak periods. Fee CoCs can be processed via the automated service if they match the required criteria. The processing time for an automated CoC is 48 hours.

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.

Create Fee Change CoC

You can create a CoC from the **CoC Worklist**, the **Detailed Student Information** screen, the **Create CoC** screen or via bulk xml file upload 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 on 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
- select the **Next** button

You will now be prompted to enter the details of the student who 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.

- You can add up to 20 students to this CoC by selecting the green **+** icon. Keep in mind that you will be submitting this CoC for all students you add to the list, so you should ensure the change details apply to them all. The course details on this CoC will pre-populate so all students must be attending the same course.
- select the **Next** button

You will see the **Change of Circumstance Details** screen where you can enter the specific details of the change. For a fee change you must enter:

- the **Correct Course Tuition Fee Amount** - enter the full amount applicable for the academic year you selected
- the **Correct Course Tuition Fee Liability** - enter the amount the student is liable for. For this CoC to be automatically processed, the fee liability and the fee amount boxes should match
- the **Correct Course Year** - this should remain unchanged from what appears on the student's record already

You can now include additional notes with this CoC by typing into the **Further Explanation If Required** box.

Including notes with a Fee CoC means it will not be automatically processed and the CoC will be handled in line with the 20-30 working day SLA processing time. You should only add notes when necessary.

When you have entered all details for this CoC, select the **Next** button to continue.

The **Course Details screen** will now be displayed. For a Fee CoC the course details for the student will pre-populate. Select the **Next** button to continue.

You must now select a contact for this CoC. This will be a registered person at your university or college who can be contacted about this CoC. Select the contact using the radio button, then select the **Next** button.

The **CoC Summary** screen will then display a read only version of the details you have entered so you can review them.

When you have reviewed the information select the **Submit** button.