

Quick guide

Suspension CoC

When and Why?

You must submit accurate and timely CoC notifications when a student has suspended their studies. 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 should submit changes for SAAS students directly to SAAS and for PT Grant students you need to request a CoC form by emailing coc@slc.co.uk.

You should only use a Suspension CoC when a student takes an agreed leave of absence and plans to return in the future.

The service level for Suspension CoC processing is 20 working days, or 30 working days in peak periods.

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 Suspension 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 **Suspension** 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.

- 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 Suspension you must enter:

- the **Date of Last Attendance** – we use this to process the student's funding entitlement
- the **Date Student Left the Course** – a Suspension CoC cannot be future dated, so the date of last attendance and the date the student left the course must be today's date or earlier
- the **Tuition Fee Charged to Student** – this field will pre-populate with the student's Tuition Fee Charged amount, you should replace this with the amount you will charge the student if the suspension changes this
- select **Yes** from the **Did the Academic Authority agreed to this absence** radio buttons – this means that your university or college has approved the suspension reason
- select the **Reason for Suspension** from the dropdown menu; the options available are **Academic**, **Disciplinary**, **Health** or **Other**. If you select **Health** the student's support will automatically extend for 60 days, so it is vital that

you have evidence from the student. If the student's suspension period is longer than 60 days, they must contact their Award Authority and provide further evidence to support this

- the **Original Duration of Course**
- the **Current Year of Study** – this field will be pre-populated but you can change it if you need to
- the **Agreed Date of Return** – we capture this for information purposes and do not use it for assessment purposes. If the student intends to return within the same academic year as the suspension took place you must submit a **Resumption CoC**
- the **Course Tuition Fee Liability** – enter the liability due at the relevant point in the academic year (25%/50%/100%) or less. This field should match the **Tuition Fee Charged to Student** field unless the student is paying a proportion of their fees

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

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

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

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.