

## Quick guide

# Withdrawal 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 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](mailto:coc@slc.co.uk).

A Withdrawal CoC should only be used when a student has withdrawn from their course or has never attended.

The Service Level for Withdrawal CoC processing is 20 working days, or 30 working days in peak periods (August to end of November). Withdrawal 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 create CoCs. If you need this to be added to your account you should contact the User Administrator at your university or college.

---

---

## Create Withdrawal 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 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 **Withdrawal** 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 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** screen where you can enter the specific details of the change. For a **Withdrawal CoC**:

- enter the **Date of Last Attendance** – we use this to process the student's funding entitlement and this is the last date the student attended their course. If the student attended for the full first day of the applicable term, you should enter the second day of that term as the last date of attendance
- enter the **Date Student Left the Course** – this is the date that the student left their course
- select **Yes** from the **Did the Academic Authority agree to this absence** radio buttons – this means that your university or college has approved the withdrawal
- enter the **Tuition Fee Charged to Student** – this field will pre-populate with the student's tuition fee amount. You should replace this with the amount of fee you will charge the student if the withdrawal will change this
- enter the **Reason for Withdrawal** – select this from the dropdown menu; the options available are **Academic**, **Deceased**, **Disciplinary**, **Health** or **Other**
- enter the **Course Tuition Fee Liability** – enter the liability due at the relevant point in the academic year (25%/50%/75%/100%) or less. This field should match the **Tuition Fee Charged** to ensure automated processing

- 
- the **Course Year** dropdown menu will pre-populate with the correct year of the course

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

Including notes with a Withdrawal CoC means it will not be automatically processed and we will handle the CoC within the 20-30 working day SLA processing time. It is important that you only add notes when necessary.

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

You will now see the **Course Details** screen. The available fields will be pre-populated with the correct course details for this student. 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.