



Student  
Loans Company

STUDENT INFORMATION SERVICE -

ATTENDANCE AND FEES PROCESSING

# Student Information Service

Student Information Service (SIS) enables HEIs to:

- View Student Information once application fully approved
- Confirm Registration to release maintenance support to students
- Confirm Attendance to release tuition fee payments
- Use Combined Worklist to confirm both Registration AND **first** Attendance Confirmation together
- Submit Change of Circumstances to update information
- View Financial Reports to obtain fee forecast and balance reports

# Student Information Service (SIS) User Roles

- **HEI User** - This role **must** be assigned to all HEI users. It enables basic functionality, such as viewing pages correctly.
- **HEI Attendance Administrator** - HEI users who will be able to view and maintain the Attendance Worklist.
- **HEI CoC Administrator** - HEI users who will be able to view and maintain the CoC Worklist.
- **HEI CoC Advisor** - HEI users who can access the List of CoC's screen to deal with general enquiries, on a read only basis.
- **HEI SIS Report Advisor** - HEI users who can access the SIS Reports to deal with general enquiries, on a read only basis.
- **HEI Student Information Advisor** - HEI users who can access the view Student Information Screen to deal with general enquiries, on a read only basis.
- **HES SIS User Administrator** - HEI users who will facilitate user maintenance functions within their own HEI User Base. This includes setting up new users, allocating roles and resetting passwords.



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[View Student Information](#)

## View Student Information

- Early view of all fully **Approved** student data for 2013/14 from Feb
  - Remember students who have not returned their declaration form won't appear so check Outstanding Online Declaration Report.
- Filters available to search by Student, Course or General filters
  - Identify students with incorrect fees and course details, missing NINOs, bank details
  - Ability to create own worklists on date.
  - Export facility to allow early import of files into your systems

# View Student Information

SIS Home  
**Student Information Home**  
View Student Information  
Registration Home  
Attendance Home  
Combined Home  
CoC Home  
Financial Reports  
Select HEI  
HE Gateway Home

You are administering

## Student Information Filter

Filter Help

**Student Search** | Course Search | General Search

Academic Year	13-14	Mode of Study	Select
Customer Reference Number	<input type="text"/>	Student Support Number	<input type="text"/>
Date of Birth (dd/mm/yyyy)	<input type="text"/>		
Forename(s) Use wildcards (%) for more matches e.g. %Joh%	<input type="text"/>	Surname Use wildcards (%) for more matches e.g. %Smi%	<input type="text"/>
Last Updated Date From (dd/mm/yyyy)	<input type="text"/>	Last Updated Date To (dd/mm/yyyy)	<input type="text"/>
Current Attendance Status	Select		
Registration Status	Select		
Current Year Start Date From (mm/yyyy)	<input type="text"/>	Current Year Start Date To (mm/yyyy)	<input type="text"/>
Number of Records to Display Per Page	25		

[Clear Filter and Results](#) [Filter & Display Results](#) [Filter & Export Results](#)

List of Students - Academic Year 2012

# View Detailed Student Information

SIS Home

**Student Information Home**

View Student Information

Registration Home

Attendance Home

Combined Home

CoC Home

Financial Reports

Select HEI

HE Gateway Home



Detailed Student Information

You are administering

## Application Details - Academic Year 13/14

Help

Full Name  Student Support Number   
 Customer Reference Number  Date of Birth (dd/mm/yyyy)

## Student Details

Personal Information

Course Information

Other Information

Address  Domicile  England  
 Award Authority  STUDENT FINANCE ENGLAND  
 Bank Details Held  Y  
 Valid NINO Held Indicator  Y  
 Registration Status  Awaiting Registration Confirmation Current Attendance Status  Awaiting Attendance Confirmation  
 FSN Status  F Alternative Location Details   
 Transferred Indicator  Reassessed Indicator  N  
 Current Attendance Code

History

## Attendance Confirmation(s)

Liability Period	Course	Course Year	TFL Amount (£)	TFG Amount (£)	STP Amount (£)	Attendance Status	Last Updated By	Last Updated Date Time	Attendance Code
1	VETERINARY NURSING AND PRACTICE MAN	2	9000.00	0.00	0.00	Awaiting Attendance Confirmation	SYSTEM	13/03/2013 23:06:14	
2	VETERINARY NURSING AND PRACTICE MAN	2	9000.00	0.00	0.00	Awaiting Attendance Confirmation	SYSTEM	13/03/2013 23:06:14	
3	VETERINARY NURSING AND PRACTICE MAN	2	9000.00	0.00	0.00	Awaiting Attendance Confirmation	SYSTEM	13/03/2013 23:06:14	

PLEASE ENSURE THAT ANY ATTENDANCE CODES SUBMITTED ARE CORRECT

Save Submit

# View Student Information Filters

 Student Information Filter

Filter				Help
Student Search	Course Search	General Search		
Academic Year	13-14	Mode of Study	Select	
Domicile	Select			
Last Updated Date From <i>(dd/mm/yyyy)</i>	02/09/2013	Last Updated Date To <i>(dd/mm/yyyy)</i>	09/09/2013	
Valid NINO Held	Select	Transferred Indicator	Select	
Bank Details Held	Select	Tuition Fee Payment Includes Loan Amount	Select	
Tuition Fee Payment Includes Grant Amount	Select	Tuition Fee Payment Includes Amount Paid by Student	Select	
Student Bursary Consent to Share	Select	Sponsor Bursary Consent to Share	Select	
Current Attendance Status	Awaiting Attendance Confirmation			
Registration Status	Number of Records to Display Per Page		25	
Awaiting Registration Confirmation				

## Student Information Export

- Summary Student Attendance Information    Extended Student Information    Summary Student Registration Information

Enter your filename





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Registration

# Worklist Guidance - Registration

- Who appears on the Registration Worklist?
  - If a student is entitled to maintenance/special support grant, maintenance loan, bursary or scholarship they will require a Registration confirmation to release their payments.
- Students who require a Registration confirmation will appear on this worklist **30 days before their course start date.**
- Registration status will show on detailed student screen via 'View Student Information' and will be added to the student history.
  - Registered
  - Awaiting registration confirmation
  - Registration not required
  - Not Registered

# Registration

- HEIs must confirm registration via
  - the Registration Worklist screens using Y (positive registration) or N (not registered) or by importing a file (technical specifications can be provided)
- The '**Not Registered**' return is for those students who were rejected at admissions or never arrived that still have an active application for your institution.
- You can change a student returned as Not Registered to Registered if required at a future date not vice versa.

# Registration

- SIS Home
- Student Information Home
- Registration Home**
- Registration Worklist
- Import Registration Confirmations
- Registration Import Results
- Create Manual Registrations
- View Manual Registrations
- Attendance Home
- Combined Home
- CoC Home
- Financial Reports
- Select HEI
- HE Gateway Home

You are administering

## Registration Worklist

Filter

Help

Student Search

Course Search

Academic Year	12-13	Course Name <small>Use wildcards to find more matches, e.g. %Mat%</small>	
Course Start Date <small>(dd/mm/yyyy)</small>		SLC Course Code	
UCAS Course Code		25	
Method of Attendance	Select	Course Type	Select
Campus	Select	Course Fee Rate (£)	
Qualification	Select		
Course Status	Select		
Number of Records to Display Per Page			

Clear Filter and Results

Filter & Display Results

Export Results

### Outstanding Registration Confirmations

SSN	Full Name↑	DoB	Registration Confirmation
			Select
			Select
			---
			Y
			N

Submit

1 records found  
Displaying page 1 of 1

# Create Manual Registration

- HEIs can still add students who are not yet showing on their systems provided they have AY and SSN

SIS Home  
CoC  
Registration Home  
Registration Worklist  
Import Registration Confirmations  
Registration Import Results  
**Create Manual Registrations**  
View Manual Registrations  
Student Information  
HE Gateway Home

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Create Manual Registration Worklist

**Create Manual Registration and Academic Year** [Help](#)

Academic Year

**Student Details**

SSN	Surname	Forename(s)	Date of Birth		
<input type="text" value="SFDU10562815E"/>	<input type="text" value="CADPOSTTWO"/>	<input type="text" value="NONMEANSTESTED"/>	<input type="text" value="29/11/1982"/> (dd/mm/yyyy)		X
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> (dd/mm/yyyy)	+	X

# View Manual Registration

SIS Home

CoC

Registration Home

Registration Worklist

Import Registration Confirmations

Registration Import Results

Create Manual Registrations

**View Manual Registrations**

Student Information

HE Gateway Home

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## View Manual Registration Worklist

Filter

Help

Student Details

Course Details

Academic Year

12-13

Customer Reference Number

SSN

Forename(s) Use wildcards to find more matches, e.g. %Joh%

Surname Use wildcards to find more matches, e.g. %Joh%

Date Of Birth (dd/mm/yyyy)

Last Updated Date From (dd/mm/yyyy)

Last Updated Date To (dd/mm/yyyy)




Number of records to display per page

25

Clear Filter and Results

Filter & Display Results

### Outstanding Registration Confirmations

SSH	Full Name †	DoB	Change of Circumstance
SFDU10562815E	Brian Jones	10/10/1989	
SFDU10566988Z	Mary Simms	28/12/1991	
SFDU11860894K	Steve Smith	15/06/1971	
SFDU10565830T	May Stevens	01/02/1961	
SAAS08505781F	Colin Del	16/09/1984	



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Combined Registration

# Combining Registration and 1<sup>st</sup> Attendance

- Who appears on the **Combined Worklist**?
  - If a student is entitled for **BOTH** maintenance grant or loan, bursaries or scholarships and the tuition fee loan/fee grant (for Welsh students) they will appear on the Combined worklist.
- Students will appear on worklist **30 days before the course start date**.
- Will release maintenance **AND** the first instalment of the Tuition Fee loan & Fee Grant (Welsh)
- Attendance will be confirmed as an 'A' for fee purposes need to submit CoCs to amend incorrect courses / fees
- Option to use the Combined Worklist or the separate Registration and Attendance Worklists



# Combined Registration

SIS Home

CoC

Combined Home

**Combined Worklist**

Import Combined Confirmations

Combined Import Results

Student Information

HE Gateway Home

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Combined Worklist
Filter Help

**Student Details**

Academic Year

SSN

Surname Use wildcards to find more matches, e.g. %Joh%

Last Updated Date From (dd/mm/yyyy)

Number of records to display per page

**Course Details**

Customer Reference Number

Forename(s) Use wildcards to find more matches, e.g. %Joh%

Date Of Birth (dd/mm/yyyy)

Last Updated Date To (dd/mm/yyyy)

Clear Filter and Results

Filter & Export Results

Filter & Display Results

**Outstanding Combined Confirmations**

SSN	Full Name ↑	DoB	Course Name	Course Year	SLC Course Code	TFL Amount (£)	TFG Amount (£)	STP Amount (£)	Total Tuition Fee Loan Amount (£)	Combined Confirmation
SFDU10562815E	Brian Jones	10/10/1989	PHYSICS	2	95110	3290.00	0.00	0.00	3290.00	Yes
SFDU10566988Z	Mary Simms	28/12/1991	ACCOUNTING	2	48375	3290.00	0.00	0.00	3290.00	No
SFDU11860894K	Steve Smith	15/06/1971	HISTORY	3	48481	1250.00	0.00	1250.00	2275.00	Please Select
SFDU10565830T	May Stevens	01/02/1961	ANCIENT HISTORY	1	109192	0.00	1255.00	0.00	1255.00	Please Select
SAAS08505781F	Colin Del	16/09/1984	SOCIOLOGY	3	48357	0.00	718.00	537.00	1255.00	Please Select

Submit



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## Attendance Confirmation

# Attendance

- Who appears on the **Attendance Worklist**?
  - If a student is entitled to a tuition fee loan/fee grant (for Welsh students) they require an Attendance confirmation to release payment of the fee to institutions three times throughout the academic year.
- Students requiring an attendance confirmation will appear on this worklist on **the first day of each of their 3 terms**.
- HEIs will be paid Tuition Fees in 3 instalments – 25% ,25%, 50%

Season (Academic Year Start)	Payment 1	%	Payment 2	%	Payment 3	%
<b>AUT (Sep - Dec)</b>	3rd Wed Oct	25%	1st Wed Feb	25%	1st Wed May	50%
<b>WIN (Jan - Mar)</b>	1st Wed Feb	25%	1st Wed May	25%	3rd Wed Oct	50%
<b>SPR (Apr - Jun)</b>	1st Wed May	25%	3rd Wed Oct	25%	1st Wed Feb	50%
<b>SUM (Jul - Aug)</b>	3rd Wed July	25%	1st Wed Feb	25%	1st Wed May	50%

# Attendance Confirmation

- HEIs only entitled to receive the full Fee Loan / Fee Grant (Welsh) if the student is in attendance at each of these liability points
- HEIs should aim to clear outstanding confirmations before the next liability period using liability date filters to extract data for each liability period
- If a Change of Circumstances is submitted which affects the previous liability period, re-confirmation for that period will also be required

# Attendance Confirmation Codes

HEIs can select the relevant attendance code

- code A : Payment will be released
- code C : HEI is expected to raise a CoC
- code F : HEI is expected to raise a CoC
- code L : Payment will be released
- code N : HEI is expected to raise a CoC
- code X : HEI is expected to raise a CoC
- code S : Payment will now be blocked & HEI to raise a CoC

# Attendance Confirmations

- SIS Home
- Student Information Home
- Registration Home
- Attendance Home**
- Attendance Worklist
- Import Attendance Confirmations
- Attendance Import Results
- Combined Home
- CoC Home
- Financial Reports
- Select HEI
- HE Gateway Home

you are administering

Attendance Worklist
Filter Help

Student Search

Course Search

Academic Year	12-13	Mode of Study	Select
Customer Reference Number	<input type="text"/>	Student Support Number	<input type="text"/>
Date of Birth (dd/mm/yyyy)	<input type="text"/>		
Forename(s) <small>Use wildcards (%) for more matches e.g. %Joh%</small>	<input type="text"/>	Surname <small>Use wildcards (%) for more matches e.g. %Smi%</small>	<input type="text"/>
Registration Status	Select		
Current Year Start Date From (mm/yyyy)	<input type="text"/>	Current Year Start Date To (mm/yyyy)	<input type="text"/>
Number of Records to Display Per Page	25		

Clear Filter and Results
Filter & Display Results
Export Results

**Outstanding Attendance Confirmations**

Unconfirmed (7)			Saved (1)			Saved & Reassessed (0)							
SSN	Full Name ↑	DoB	Course Name	Course Year	SLC Course Code	CYSD	TFL (£)	TFG (£)	STP (£)	Total TF (£)	AC1	AC2	AC3
CRYD99		13/11/1980	MEDICINE (GRADUATE ENTRY)	1	210155		5535.00	0.00	0.00	5535.00	Select	Select	Select
SFDU12		15/06/1994	ANTHROPOLOGY AND AFRICAN STUDIES	1	270133		9000.00	0.00	0.00	9000.00	Select	Select	Select
WGLA09		30/08/1991	MECH ENGINEER WITH INDUSTRIAL YEAR	4	573473		1725.00	0.00	0.00	1725.00	Select	Select	Select



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## Financial Reports

# Financial Reports

**Tuition Fee Balance Report** : provides institutions with a snapshot of their overall tuition fee position

**Remittance Report** : provides breakdown of payments at student level

**Outstanding Online Declaration Report** : provides a list of students who have applied on-line for student finance but who have yet to return a signed declaration form.

**Maintenance Non Payment Report**: provides details of students where maintenance loan or grant payments are blocked for an Academic Year.

**Tuition Fee Forecast Report** : provides forecast by Academic Quarter and Liability Period *(release date to be confirmed)*



# Tuition Fee Balance Report

- SIS Home
- Student Information Home
- Attendance Home
- CoC Home
- Financial Reports**
- Tuition Fee Balance Report**
- Remittance Report
- Select HEI
- HE Gateway Home

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## Tuition Fee Balance Report

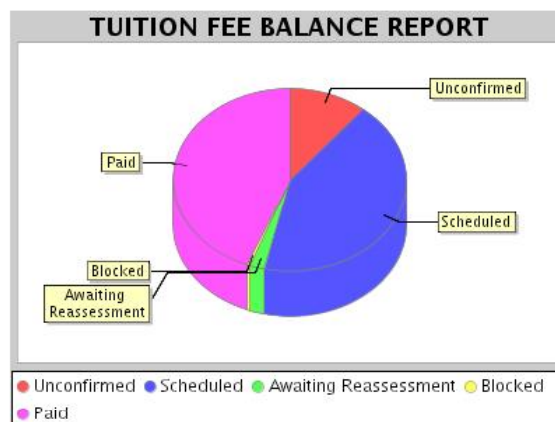
Report Date: 11/02/2012

[Help](#)

Academic Year  Display All HEIs?

Tuition Fee Summary	
Total Value of Fees Expected to be Paid	£5,702,067.00
Total Number of Students Expected	2402
Total Number of Students Associated with a Temporary Course	3

Tuition Fee Breakdown		
Type	Value	Percentage
Student Attendance Not Confirmed	£619,464.00	10.86%
Student Attendance Confirmed (Payments Scheduled)*	£2,429,626.00	42.61%
Students Awaiting Reassessment	£117,102.00	2.05%
Blocked Fee Payments	£24,885.00	0.44%
Fees Paid	£2,510,990.00	44.04%
<b>Total</b>	<b>£5,702,067.00</b>	<b>100%</b>



Overpayments	
Academic Year	Value
11-12	-£663.00

\* Overpayment of £-663 will be deducted from the next scheduled payment

# Remittance Report

**SIS Home**

**Student Information Home**

**Attendance Home**

**CoC Home**

**Financial Reports**


**Tuition Fee Balance Report**

**Remittance Report**

**Select HEI**

**HE Gateway home**

You are administering

 **Remittance Report**

**Remittance Report -15/02/2012** **Help**

Number Of Tuition Fee Payments	Payment Date	Payment Type	Total Fee Amount (£)
5	15/02/2012	Tuition Fee Loan	8,437.50

Course Start Period	SSN	Student Surname↑	Student Forename (s)	Date Of Birth	Student UCAS Number	Course Code	Course Name	Year Of Course	Fee Amount (£)	Revision Ind
AUT				10/02/1991		220307	CRIMINOLOGY & CRIMINAL JUSTICE	2	1,687.50	Y
AUT				23/07/1991		148433	LEGAL STUDIES	1	1,687.50	Y
AUT				03/04/1992		506222	COMPUTING (NETWORKING & FORENSICS)	2	1,687.50	Y
AUT				26/06/1988		883101	ACCOUNTING	1	1,687.50	Y
AUT				10/02/1991		254389	ELECTRICAL/ELECTRONIC ENGINEERING	1	1,687.50	Y

**Back**
**Export Report**

5 records found  
Displaying page 1 of 1

# Outstanding Online Declaration Report

SIS Home  
Student Information Home  
Registration Home  
Attendance Home  
Combined Home  
CoC Home  
**Financial Reports**  
Tuition Fee Balance Report  
Remittance Report  
**Outstanding Online Declaration Report**  
Students with Blocked Maintenance Payments  
Select HEI  
HE Gateway Home

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## Outstanding Online Declaration Report

**Filter** **Help**

Academic Year

**List of Outstanding Online Declarations for 13/14**

SSN	FullName ↑	Course Name	SLC Course Code	Course Year
-----	------------	-------------	-----------------	-------------

# Maintenance Non Payment Report

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## Students with Blocked Maintenance Payments

Filter

Help

Academic Year   Display All HEIs?

Clear Filter and Results

Display Results

### Blocked Maintenance Payment Report for 12/13 as at 04/07/2013

Invalid/Missing NIHO	Invalid/Missing Bank Details	Other Blocked Payments	Other Failed Payments
2	0	4	141

SIS Home

Student Information Home

Registration Home

Attendance Home

Combined Home

CoC Home

Financial Reports

Tuition Fee Balance Report

Remittance Report

Outstanding Online Declaration Report

Students with Blocked Maintenance Payments

Select HEI

HE Gateway Home

Home | Financial Reports | Students with Blocked Maintenance Payments

# Maximising Fee Payments – what are the issues?

- Student Applications
  - missing identity evidence
  - non return of declaration
  - invalid or missing National Insurance Numbers
- Student transfers in, in term 1
- Temporary courses
- Course/fee mismatches exist when confirming attendance
- Non timely submissions of attendance confirmations



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Further Information

TYPE OF ENQUIRY	CONTACT DETAILS
<p data-bbox="457 516 724 553"><b>General advice</b></p> <p data-bbox="478 607 709 644"><b>Best practice</b></p> <p data-bbox="464 698 724 735"><b>Access Issues</b></p>	<p data-bbox="1220 607 1646 644"><b>hei_services@slc.co.uk</b></p>
<p data-bbox="409 938 772 976"><b>Day to day enquiries</b></p> <p data-bbox="424 1029 758 1066"><b>Operational issues</b></p> <p data-bbox="432 1120 749 1157"><b>Reporting defects</b></p>	<p data-bbox="1306 938 1560 976"><b>sis@slc.co.uk</b></p> <p data-bbox="1220 1029 1646 1066"><b>feepayments@slc.co.uk</b></p> <p data-bbox="1192 1120 1673 1157"><b>HEI Helpline 0845 702 3316</b></p>

# www.heinfo.slc.co.uk

Return to: [www.slc.co.uk](http://www.slc.co.uk)

- Home
- HEI Services**
- Information & Advice
- SLC Seminars
- Student Finance Services
- HE Services Portal

## Student Information Service

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### Student Information Service (SIS)

#### Pages in this section:

[HEI News](#)

[Bursaries service](#)

[Courses service](#)

[Change of circumstances](#)

**[Student information service >](#)**

[Financial information service](#)

[E-Learning Catalogue](#)

#### **Student Information Service**

The Student Information Service (SIS) is hosted on the HE Portal and enables HEIs to view student information, confirm student registration - in order to release maintenance payments to students, confirm ongoing attendance - in order to release payments of fees to institutions, complete Change of Circumstance notifications and view financial reports. The service offers institutions two submission methods of Registration / Attendance Confirmations and Change of Circumstances notifications, either via the online screens OR by uploading files into SIS from their own internal systems. There is now no option to use the ELP site for either attendance or registration confirmations and paper change of circumstance notifications are no longer accepted (with the exception of SAAS students).





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Questions?