

Quick Guide – Suspension CoC - SFNI PG TFL

Purpose

This quick guide will show you how to create a Suspension CoC (Change of Circumstance) for students in receipt of SFNI Postgraduate Tuition Fee Loan in the Student Information Service (SIS).

When and Why?

It is the responsibility of the HEP to submit accurate and timely Change of Circumstance notifications when a student has suspended their studies.

A Suspension CoC should only be used when a student takes an agreed leave of absence, with a view to returning in the future.

The Service Level Agreement (SLA) for Suspension CoC processing is 20 working days or 30 working days in peak periods.

Access

To create CoCs you must hold the CoC Administrator user role within SIS. If you require this access to be added to your account you can contact the User Administrator within your HEP.

Create Suspension

You can create a CoC from either the CoC Worklist, the Detailed Student Information screen or from the Create CoC screen within the CoC Home area of SIS. For the purpose of this quick guide you will use the Create CoC screen.

- To access this area select **CoC Home** from the menu on the left on the SIS Home page
- The CoC Home menu will appear and will show all of the CoC sub areas which apply to your user access
- Select **Create CoC**
- Select **Postgraduate NI** from the Level of Funding drop down menu

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

- Select **Suspension** from the Change of Circumstance Category drop down menu
- Select the **Academic Year** you want to apply this CoC to from the Academic Year drop down menu
- Click 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 use the **SSN** (Student Support Number) to find the student's details by entering it into the box provided and clicking the **find icon** beside the box.

- Click the **Next** button

The Change of Circumstance Details screen will display to enter the specific details of the change. For a Suspension you must input:

- The **Date of Last Attendance**
- The **Date Student Left the Course** - a Suspension CoC cannot be future dated therefore 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, this should be replaced with the amount of fee to be charged if this is to be amended based on the Suspension
- Select **Yes** from the **Did the Academic Authority agreed to this absence** radio buttons - this means that your HEP has approved the suspension reason
- The **Reason for Suspension** should be selected from the drop down menu; the options available are **Academic, Disciplinary, Health** or **Other**.
- The **Agreed Date of Return** - this is captured for information purposes and is not used 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 liability due at relevant point in the AY (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

If required, you can now include additional notes with this CoC by typing into the **Further Explanation if Required** box.

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

Please note where the HEP confirms that the student has resumed study after a suspension period of **two years or more** (whether this is a continuous period, or a cumulative total of shorter suspension periods), further payments will only be released where the student has provided evidence of a compelling personal reason for having been absent from the course for the total suspension period. When the HEP submits the

resumption, SLC will request evidence of compelling personal reasons for the suspension period(s) from the student.

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 contact within your HEP who can be contacted regarding this CoC. When you have selected the contact using the radio button provided, click the **Next** button.

The CoC Summary screen will then display a read only version of all of the details you have entered to review before submission.

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