

## Quick Guide – Withdrawal CoC - SFNI PG TFL

### Purpose

This quick guide will show you how to create a Withdrawal 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is the responsibility of the HEP to submit accurate and timely Change of Circumstance notifications when a student has withdrawn from the HEP.

A Withdrawal CoC should only be used when a student has withdrawn from their course.

The Service Level Agreement (SLA) for Withdrawal 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 Withdrawal CoC

You can create a CoC from either the CoC Worklist, the Detailed Student Information screen, the Create CoC screen or via bulk XML file upload 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 **Withdrawal** 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 Withdrawal CoC:

- Enter the **Date of Last Attendance** - this is the last date the student attended their course. If the student attended for the full first day of the applicable term the last date of attendance should be submitted as the second day of that term to reflect this 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 HEP has approved the withdrawal
- Enter the **Tuition Fee Charged to Student** - this field will pre-populate with the student's Tuition Fee amount, this should be replaced with the amount of fee to be charged if this is to be changed based on the Withdrawal
- Enter the **Reason for Withdrawal** – this should be selected from the drop down menu; the options available are **Academic, Deceased, Disciplinary, Health** or **Other**
- Enter the **Course Tuition Fee Liability** - Enter liability due at relevant point in the AY (25%/50%/75%/100%) or less.
- The **Course Year** drop down menu will pre populate with the correct year of the course

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.

The Course Details screen will now be displayed. The fields available 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 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.