

Quick Guide – Withdrawal CoC

When and Why?

It is the HEP's responsibility to submit accurate and timely Change of Circumstance notifications when a student has withdrawn from the HEP. All CoCs must be submitted via the Student Information Service (SIS).

Access

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

Create PGL Withdrawal CoC

You can create a CoC from either the Detailed Student Information screen or 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**

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

- Select **Postgraduate** from the Level of Funding drop down menu
- 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 who you want to apply this CoC to. You can use the **SSN** (student support number) or the **CRN** (Customer Reference Number) to find the student's details by entering it into the box provided and clicking the **find icon** beside the box. As this CoC is a Withdrawal, SIS will validate the student you are entering has an active application for your Provider before you can proceed.

- Click the **Next** button

The Change of Circumstance Details screen will display to enter the specific details of the change. A new section has been included in this area to display the Student and Current Course Details which will ensure there is visibility of the information currently held for this student.

Change of Circumstances and Academic Year Help

Level of Funding: Change of Circumstance Category:
Academic Year: Mode of Study:

Student and Current Course Details

Student Details	Course Details
SFDU15120407V (21495687783) 277931, EDS 01/05/1986	MANU PG FT-ENG (PG-RM) SLC Course Code: 883980 UCAS Course Code:

Change of Circumstance Details

Withdrawal Effective Date (dd/mm/yyyy) Reason for Withdrawal

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To submit a Withdrawal CoC:

- Enter the **Withdrawal Effective Date** – this is the date that will be used to calculate the student’s entitlement. If the student has incorrectly been confirmed as Registered but never attended this date should be set to the day before the course start date which will ensure the student’s application is cancelled.
- Enter the **Reason for Withdrawal** – this should be selected from the drop down menu;

Where a student has genuinely withdrawn from study then the options available are **Academic, Deceased, Disciplinary, Health, Other, Intensity, Course Ineligible, Qualification, Funding** and **Credits**.

New reasons have been added whereby the student has not actually withdrawn but their eligibility for funding has been impacted.

Intensity should be used where a student is no longer meeting the Intensity requirements set out within the PG Master’s Loan Policy. The student will become ineligible for the loan at the effective date noted and any payments already made subsequent to that date will be deemed as an overpayment. This option is only for Mater’s students as there is no intensity requirement within the Doctoral Policy.

Course Ineligible should be used where the student has transferred to a **different** course that is not eligible for funding. The student will become ineligible for the loan at the effective date noted and any payments made subsequent to that date will be deemed as an overpayment.

Qualification should be used where the student will exit their **current** course with a lower qualification **Note:** For this reason type the effective date will not be used to calculate the student’s eligibility and they are still entitled to any payments already made.

Credits should be used where the student is not studying a full stand alone Master's/Doctoral course – attempting to transfer previous credits/'topping up' their qualification.

Funding should be used where the student is known to be eligible to apply for a healthcare bursary or is in receipt of a social work bursary from any of the following:

- National Health Service (NHS)
- Department of Health, Social Services and Public Safety (DHSSPS)
- Student Awards Agency Scotland (SAAS)

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

You must now **select a contact for this CoC**. This will be a registered person 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.