



HE Attendance Management Service Definition

Student Loans Company	Attendance Management Service Definition v4.0
Department	Partner services – HEP Services

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List of Terms

Term	Definition
AY	Academic Year
BACS	Banks Automated Clearing System
CoC	Change of Circumstance
CRN	Customer Reference Number
FT	Full-time
GDPR	General Data Protection Regulation
HE Gateway	Portal access for each HEP
HEP	Higher Education Provider Refers to Universities, HE Colleges, FE Colleges providing HE Courses, Alternative Providers and SCITTS
Maintenance	Includes contribution to cost
NINO	National Insurance Number
PG	Postgraduate
PGNI	Postgraduate Northern Ireland
PT	Part-time
PTML	Part-time Maintenance Loan
SAAS	Student Awards Agency Scotland
SIS	The Student Information Service
SLA	Service Level Agreement
SLC	Student Loans Company
SSN	Student Support Number
UCAS	Universities and Colleges Admission Services
UG	Undergraduate

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1 Service Overview

SIS provides HEPs with a wide range of student data once a student's application for funding has been approved, allowing HEPs early sight of this information. The service provides HEPs with student information within 24 hours of the student's application being approved, as well as a means to confirm registration and attendance (as appropriate to the product for each student), and raise CoC notifications where required. With early sight of student course information, HEPs have the opportunity to perform internal business processes such as proactively checking that course details are correct ahead of the academic year commencing.

SIS is a stand-alone service on the HEP Portal, hosted on the HE Gateway. For the majority of students the HEP Portal is the only option available for confirmation of registration, attendance and submitting CoCs. The only exceptions are the submission of CoC notifications for SAAS students, Northern Irish-domiciled students attending a HEP in the Republic of Ireland, and 'Old Style' Part-Time (PTG1) students which should continue to be submitted via the appropriate paper forms.

2 Service Functions

2.1 Student Information

The **Student Information** function allows the user to search and view the student details held in SIS for their specific HEP. It allows the user to filter, export and view personal, course, and student specific details relating to an individual student attending their HEP. The HEP user is provided with options of exporting data sets of student information, to allow the early import of files into HEP systems. A history of actions for each individual student is also available through the Student Information section.

The student information within SIS enables HEPs to invoice students for fee shortfalls between the fee loan amount and the fee charged by the provider. Visible student information also allows HEPs to encourage students who have still to apply to SLC for finance.

2.2 Registration Confirmation

Registration refers to the duration of a binding agreement between a person and an organisation for the delivery of educational services. Alternatively 'registration' may refer to the event or process through which that binding agreement is concluded.

HEPs can confirm student registration via the **Registration Home** section within SIS in order to release payments of maintenance to the student(s).

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There are two main methods of submitting registration confirmations within SIS:

I. Portal screens

i. **Registration Worklist**

Students who require a registration confirmation will appear on the **Registration Worklist** 30 days before the start date of their course for HEPs to confirm.

ii. **Detailed Student Information**

Registration confirmations can be made manually through the **Student Information Home** portal screens by accessing individual student records using the search facility.

iii. **Manual Registration** (Full-time UG only)

Publicly funded institutions will have the facility to register a student before they appear on the **Registration Worklist** by submitting a manual registration. This is used for a number of reasons including when a student has made a late application, or if a student registers at another institution but are in the process of being transferred from another HEP via a CoC.

iv. **Combined Home** (UG only excluding PTML students)

Please refer to Section 2.4 for information on this functionality.

II. **Import Registration Confirmations**

The information contained in the **Registration Worklist** can be exported to allow HEPs to import the data into their own IT systems, before importing back into SIS through **Import Registration Confirmations** to submit registration.

2.3 Attendance Confirmation

Attendance on a course means active and on-going engagement with the activities and learning opportunities made available by the Provider within the course duration, including, but not limited to, scheduled learning and teaching activities.

Northern Irish-domiciled students attending a HEP in the Republic of Ireland who have applied for a Student Contribution Loan require an attendance confirmation for payment to be released. As this product does not have a fee loan element, this is managed through a manual process therefore SIS is not used for this purpose. For all other students who have applied to SLC for fee support will require the HEP to submit an attendance confirmation through SIS.

SIS contains specially tailored business rules to determine whether a student requires an attendance confirmation therefore will display all students who meet the criteria on the **Attendance Confirmation Worklist**.

HEPs will be able to confirm the attendance of their students from the first day of term for each course that a student is attending based on the term dates entered in the Courses Management

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System. HEPs will have the ability to select a relevant attendance code, these are detailed in the quick guides available on www.heiinfo.slc.co.uk.

Similar to registration confirmations, there are two main methods of submitting attendance confirmations within SIS:

I. Portal screens

i. **Attendance Worklist**

The **Attendance Worklist** will populate with all students that meet the criteria for each liability period, including, for bursary purposes, students who would not normally appear; this will take place from the first day of term for each course that a student is attending. The user can then view, save, or submit attendance information for these students. HEPs may be contacted throughout the course of an academic year by SLC, prompting them to confirm attendance as and when required.

ii. **Detailed Student Information**

Attendance confirmations can be submitted manually through the **Student Information Home** portal screens by accessing individual student records using the search facilities.

iii. **Combined Home** (UG only excluding PTML students)

A combined registration and attendance confirmation can be submitted through this screen – please refer to Section 2.4 for information on this functionality.

II. **Import Attendance Confirmations**

The information contained in the **Attendance Worklist** can be exported to allow HEPs to import the data into their own IT systems, before importing back into SIS through **Import Attendance Confirmations** with confirmation submissions. Although HEPs mostly import attendance files back into SIS that were previously exported, it is possible for HEPs to create their own Attendance Confirmation file and import it to the system; as long as the file passes the validation steps it will be successfully imported. Please refer to online Attendance Management guidance documents for detailed information on the file validations for exporting and importing data.

2.4 Combined Registration and Attendance Confirmation (Undergraduate Only)

HEPs are provided with the option of using a ‘combined confirmation’ in order to confirm both student registration and attendance confirmation simultaneously for undergraduate students. This can be carried out using the **Combined Worklist** or by importing data.

I. **Combined Worklist**

Students who require both a registration and attendance confirmation in the first liability period only, will appear on a Combined Worklist 30 days before the start date of their course for HEPs to confirm. Once a student has been confirmed, they will automatically

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disappear from the **Registration Worklist** and the first liability period **Attendance Worklist**.

II. **Import Combined Confirmations**

All combined confirmations will be marked with an **A** attendance code to the latest assessment in SIS irrespective of the course information supplied (if any) on the Combined Confirmation Import file, for fee purposes; HEPs are then required to submit any CoC notifications as necessary for other changes.

2.5 Change of Circumstances (Excluding SAAS)

The CoC function is used to notify SLC of changes and corrections to the students study plan which is passed to the relevant Award Authority to be worked. On receipt of the CoC, the Award Authority re-assesses and updates the student's information then sends the student a revised Student Finance Entitlement notification (the student support payments would be adjusted if required). The online process provided by SIS allows CoC notifications to be created and submitted to the Award Authorities in real time.

The HEP can notify SLC of a CoC for an individual student due to a number of different reason categories:

- a student withdrawing
- a student suspending
- a student resuming a course they were originally attending
- a student transferring to a new course or HEP
- a student repeating a year of study (undergraduate only)
- a student who is changing Tuition Fee amount or Tuition Fee liability

The HEP user can submit a CoC notification for:

- single submissions
- multiple submissions

Multiple CoC submissions are entered through the portal screens for a maximum of 20 CoCs – this facility will be restricted to the CoC categories that permit the re-usage of information.

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Multiple Submissions

Undergraduate

- a student transferring to a new course or HEP
- a student who is updating information regarding course year or changing Tuition Fee amount or Tuition Fee liability

Postgraduate

- a student transferring to a new course or HEP
- a student who is changing Tuition Fee amount or Tuition Fee liability (PGNI only)

CoC Service Terms

Withdrawal

A Withdrawal refers to the point at which scheduled learning, teaching and assessment activities, and other active and on-going engagement end in agreement with the Provider.

A withdrawal applies where there is no intention on the student to re-engage, and means there is no further obligation on the student to pay fees to the HEP. A withdrawal results in the termination of a student's period of student finance eligibility.

The effective date of a withdrawal CoC is the date of last attendance, which includes various forms of engagement as per the **Attendance** (section 2.3) and **Suspension** definitions.

Suspension

A suspension is where a student, with the agreement of their provider, ceases to actively attend a course, with the intention to return to the same course at a later date.

Suspensions are considered a form of engagement, and therefore attendance, as the student has been in communication with the provider over the decision to suspend. This is to prevent overpayments where additional support has been provided during periods of suspension that lead onto withdrawals, which may potentially lead to financial hardship. It is important that there is a consistent approach when dealing with suspensions that progress into withdrawals regardless of whether the student has had support extended within this period; this ensures clarity on the process and minimises unnecessary overpayments.

Resumption

Resumption is where a student resumes attendance on a course they have previously suspended from, with the approval of their provider. A student can resume study at any time after they have suspended, i.e. within the same academic year or in a later academic year.

There are limitations within the Regulations on the duration of suspensions in order to retain a single period of student finance eligibility upon resumption.

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Transfer

A transfer is where a student, ceases to attend one course and starts to attend another course, either at the same HEP, or a different HEP. In order to be considered a transfer the student must communicate the intent to change course to the HEP.

The definition includes reference to communication of the student's intention to transfer for the purposes of where the individual wishes to change to a new provider for the next academic year – this links to the Abandonment definition where this communication is absent.

Abandonment

Abandonment is where a student does not return to a later academic year of an eligible course without notifying their Provider.

This term is intended only for those students who do not return to study after completing a full academic year, and do not inform their provider of a change. For this reason, abandonment is considered a termination of a student's period of eligibility; if the student wishes to return to study in the future they will be considered a new student. Where a student is transferring to a new provider for a subsequent academic year, this does not fit the definition of abandonment but the student should have informed their provider of the intended change.

Guidance on how to process students within SIS who have abandoned varies from UG and PG due to differences in the application processes – please refer to the online Attendance Management guidance documents for details of how these should be handled.

Automated CoC Processing

SLC systems will automatically process some types of CoCs on submission via SIS – this automated CoC functionality applies to the following CoC types:

Undergraduate

- Withdrawal
- Fee Change (including fee waivers)
- Pre-liability Internal Transfer CoCs

Please note, below is a list of exceptions where the CoC cannot be processed automatically and will be processed manually:

- the CoC contains a notepad entry
- the student is deceased
- the cohort has been changed
- a manual assessment has been undertaken on the students application
- the internal transfer date is after the course start date
- the institution submitting the CoC differs from the previously assessed institution
- current year start date is blank
- withdrawal date is in the future
- academic approval is not set to Y
- course year on the CoC differs from the previously assessed course year

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- withdrawal date is prior to the start of the course or there is no course name entered on the CoC

Further exceptions for Fee Waiver CoCs only are:

- Tuition Fee Amount is blank
- Tuition Fee Liability Amount is blank
- Cohort is 'Contribution' or blank

Postgraduate

SLC systems will also automatically process some CoC types for postgraduate following submission via SIS. Instances where the system will not process automatically and push the CoCs to manual processing include:

- A sequence of events that are not in logical order – such as receiving a suspension or withdrawal CoC on a withdrawn application
- Multiple CoCs for the same student on the same day

Creating CoCs

Similar to registration and attendance confirmations, there are two main methods of creating and submitting CoCs within SIS; each undergoes standard data format validation. SLC recommends that notes are only added to CoCs if necessary to provide relevant, additional information as this may cause longer processing times.

I. Portal screens

i. **CoC Home – Create CoC**

This is the route to creating CoCs that does not originate from within a student's record. In order to be able to submit specific details, the user first inputs the level of funding which then will allow you to select a CoC category specific to this level.

ii. **CoC Worklist**

The **CoC Worklist** populates with students who have had a negative attendance code submitted that requires the HEP to follow up by submitting a CoC. The student should be selected to enter the **Create CoC** functionality which allows the details of the change to be submitted.

iii. **Detailed Student Information**

CoCs can be created through the **Student Information Home** portal screens by accessing individual student records using the search facility.

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iv. Registration/Attendance/Combined Worklists

Individual students can be selected from any of the worklists which then all route through to the **Detailed Student Information** area above, allowing CoCs to be created and submitted.

v. View Manual Registration (UG only)

If a CoC is outstanding for a student who has been manually registered, an icon will be displayed in the final column against the relevant student. By clicking this icon, the user is taken to the CoC section of SIS in order to raise the appropriate CoC notification. If a CoC has already been raised for a student, no icon will appear against them in this column and the student's SSN will appear as a hyperlink which will take you to their **Detailed Student Information**.

II. Import CoC

There is also the ability to import CoCs in bulk – this function provides a means for an HEP to upload and submit a file containing up to 500 CoCs for any academic year. The file is in a specified XML format and the user is given the ability to browse their internal file systems to the location of the saved file. Once selected, the HEP can upload the file through the HE Portal into the CoC service. The XML file upload applies to CoC notifications for both FT and PT CoC notifications; however, there is no facility within the XML file to cater for PT fee changes or PT transfer CoCs. The Technical Specification which assists in constructing XML Files is available on request.

3 Financial Reporting

The **Financial Reports** section of SIS enables HEPs to view a Tuition Fee Forecast, Tuition Fee Balance, Tuition Fee Remittance, Outstanding Online Declaration and Blocked Maintenance Payments Reports.

The **Tuition Fee Forecast Report** is populated 40 days prior to the start of term and provides details of tuition fee payments which are scheduled to be paid to HEPs, from 2012/13 academic year onwards.

The **Tuition Fee Balance Report** provides graphical representation of the Tuition Fee Breakdown and Summary for a specific academic year; this same information is also displayed in table format. The **Tuition Fee Breakdown** table shows the breakdown of **Total Value of Fees Expected to be Paid**. This screen is view only and not exportable.

The **Remittance Report** enables the HEP to view a report detailing the tuition fee payments made to their institution and is split out by payment type (loan or grant) and academic year. The HEP user can export the **Remittance Report** to their systems if required.

The **Outstanding Online Declaration Report** is a report of students who have applied online for student finance but have yet to return a signed declaration form. The report will be available per academic year from AY 2012/13 onwards. The HEP user can export this report to their systems if required.

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The **Blocked Maintenance Payments Report** provides details of students where maintenance/contribution to costs loans/grant payments are blocked for an academic year, and displays the reasons why they have been blocked. This report is view only and not exportable.

4 System Access

HEP users will access the service through the HE Portal; each user access will be administered by the SIS User Administrator at each institution. System access is a requirement of the new GDPR legislation therefore it is vital that access roles are appropriate and up to date to remain compliant with law.

There are eight separate user roles within the SIS allowing access and administration to be tailored appropriate to the individual's role:

- Student Information Service User Administrator
- Student Information Advisor
- HEI Attendance Administrator
- Registration Advisor
- Combined Confirmation Administrator
- Change of Circumstances Administrator
- Change of Circumstances Advisor
- SIS Report Advisor

Access issues to SIS can be raised through the HEP Services mailbox (HEP_Services@slc.co.uk)

5 System Availability

SLC provides as much notice as is reasonably practicable of any known times when the Portal will be unavailable due to planned maintenance or system upgrading. A message will be displayed on the HE Gateway homepage informing HEP users of any scheduled downtime. In the event of unscheduled downtime, HEP users will be notified by email.

The system will be supported from 09:00 to 17:30 Monday to Friday, (excluding Scottish Public Holidays). The system can be accessed outside of these business hours but will be unsupported.

In the event where an HEP has identified a system issue or defect, the Partners Support Desk should be notified with details of the problem (please refer to Section 5.2).

6 Management Information

The system generates management information using the data within SIS for internal monitoring purposes. This helps SLC improve business processes and provides the ability to report on sector performance against the service standards (Appendix 2).

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7 Maintenance and Enhancements

SLC is responsible for the upkeep of the service and for providing system updates on any issues that are impacting system performance through Release Notes. Any enhancements to the service will be communicated through the Release Notes and updates to the guidance documents.

8 HEP Support

8.1 Guidance Material

Guidance materials such as quick guides for each service function are available on our website – URL below.

<http://www.heiinfo.slc.co.uk/>

HEPs will be notified by email when new guidance is available or if there have been significant amendments to current documentation.

8.2 Partners Support Desk

The Partners Support Desk is a dedicated support team to advise HEPs on all areas of SLC's provider services and is the first point of SLC contact for providers. Any system or performance issues should be raised to this function for escalation to the Digital teams.

The Partners Support Desk can be contacted regarding service enquiries on 0300 100 0642 during the hours below.

Monday – Thursday 09:00 – 17:30
Friday 09:00 – 17:00

Email enquiries should be sent to HEP_Services@slc.co.uk.

8.3 HEP Account Managers

Our HEP Account Managers are responsible for guiding HEPs to submit data to SLC in line with service standards, and monitoring performance of providers within each of their regions. Where required, Account Managers will create action plans for HEPs that need extra support to bring performance up to the required level. The HEP Account Managers are tasked with problem solving in their roles, which uses their SLC expertise in combination with in-depth sector knowledge to support providers in working as partners with SLC in the delivery of student finance day to day. Another a key aspect of the role is the delivery of external training to ensure providers have the knowledge and skills required to use our systems and follow our processes correctly.

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9 Student Loans Company Responsibilities

9.1 System

The minimum availability of SIS is 99% of the supported window (excluding any period of scheduled maintenance).

SLC is to notify all the named contacts by email when SIS is temporarily unavailable and will confirm when the system is fully available once again.

99% of newly approved student details will appear on the portal within 24 hours of their application being approved.

Students are to appear on the **Registration/Combined Worklist** 30 days before their course start date.

Students are to appear on the **Attendance Worklist** from the first day of term for each of the three liability periods.

Attendance and Registration Import files will be processed and results returned within 24 hours of submission.

The **Financial Reports** schedules are as follows:

- The **Tuition Fee Forecast Report** will be refreshed on a weekly basis on a Friday evening
- The **Tuition Fee Balance Report** will be refreshed on a weekly basis on a Wednesday evening
- The **Tuition Fee Remittance Reports** will be produced weekly on a Wednesday evening
- The **Blocked Maintenance Payments Report** will be refreshed on a weekly basis on a Friday evening

9.2 Change of Circumstances Processing

The service standard for manual CoC processing is 30 working days in peak periods and 20 working days outside of working days.

The Processing time for automated CoCs is 48 hours where it meets the system validations for automated processing.

9.3 Payments

SLC will make tuition fee payments that are due to an institution where an HEP confirms a student(s) ongoing attendance prior to the cut-off date for BACs processing (please refer to Section 10.4 for information relating to these deadlines). SLC will then make the tuition payments via BACs into the nominated bank account of the HEP.

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Where registration confirmations are received by 4pm, maintenance payments will be made into bank accounts two working days later or on the first day of term, whichever is later. Any files that do not meet this cut off point will be loaded overnight and the student will receive payment within three working days.

9.4 Support

The Partners Support Desk will answer 95% of SIS related telephone calls within 60 seconds off-peak, and 80% in peak processing times (August to October).

The Partners Support Desk will respond to 98% of email enquires within 10 days at peak processing times (August to October), and four days off-peak.

10 HEP Responsibilities and Terms of Usage

HEPs are responsible as service users for ensuring that they are aware of, and implement, their responsibilities as defined in this document and the SLC Service Agreement (Appendix 2), as well as following the business rules of each function detailed within the guidance documentation held on www.heinfo.slc.co.uk.

10.1 System

HEPs are responsible for ensuring a suitable number of staff are fully trained on all aspects of SIS processes and are available should the SLC require to contact the HEP.

SLC issued User Administrator access to a named user at each HEP who is deemed accountable for:

- HEPs undertaking bi-annual audits of access arrangements and remove any non-users
- HEPs removing access to SIS immediately when a user leaves the HEP's employment
- HEPs only assign access roles to those who require it as part of their role and that the level of access is appropriate to their role responsibilities
- Ensuring that attendance and registration confirmations are subject to assurance and validation checks within the university as per sections 9.3 and 9.4

It is also the responsibility of the HEP to carry out a regular review of contact details and notify SLC if there are any contact detail changes involving the primary contact for SIS. As mentioned previously (section 4), this is now a requirement of GDPR.

HEPs to ensure that an IT contact (either internal or external) be made available on request.

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10.2 Student Information

It is the responsibility of HEPs to ensure the accuracy of the course and fee information held in SIS, and to submit CoC notifications where necessary; this must be done prior to confirming student registration and attendance. This will ensure that students are assessed against the correct details and that the fee payments issued to institutions, as well as maintenance and contribution to costs payments to the student, are accurate and paid accordingly. Inaccurate course and/or fee information invalidates any fee payment claims.

10.3 Registration

Registration should be confirmed as soon as the student has been enrolled with the HEP. As part of the provider enrolment process, HEPs have face-to-face contact with new students therefore it is best practice that as registration confirmation happens following enrolment, as this face-to-face contact has already taken place.

HEPs are required to ensure that there is a process in place for independent validation of registration confirmations; a minimum of two members of each HEP should be involved in the process for assurance purposes. This can be achieved in several ways:

- by saving confirmations in SIS and allowing an accuracy check by another individual before submission
- Having different individuals determining student registration has been completed and submitting the confirmation in SIS
- Where confirmations are system generated, the process managers are responsible for assurance of accuracy and security of the involved systems and processes.
For example, where Admissions create the entry in the Student Record system following accepting a student, and Registry use their internal system and SIS to confirm registration – the process managers would be an Admissions Manager and Registry Manager.

HEPs are able to confirm student registration up to 30 days before the start of term. HEPs should aim to submit registration confirmations by 4pm in order to ensure that SLC carry out the necessary processing and generate same day instructions to BACs; payments associated with this are detailed in section 9.3 above.

HEPs can wait up to four–six weeks after the term start date to submit 'Not Registered' (N codes) to give students time to register at another institution if they have chosen to attend a different provider. HEPs should still submit N codes promptly where they know that students have decided to not pursue/return to Higher Education.

10.4 Attendance

Attendance should be confirmed when the student has began attending the course and has become liable for fees with the HEP – a minimum two-week period of attendance is required for PT and PGNI students in term one.

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Alternative Providers must only confirm attendance for students who they have registered with the appropriate awarding body.

Students with late confirmations for previous liability period should be dealt with before accessing next period worklist.

Attendance Confirmations, including through 'combined confirmation' functionality, for students attending Alternative Higher Education Providers must only be submitted following the Provider registering the student with the appropriate Awarding Body.

HEPs are required to confirm full-time undergraduate and PGNI student(s) attendance at three separate liability point dates which will correspond with the course term start dates. From AY 2018/19, this requirement will be the same for all part-time students. All current academic year undergraduate and PGNI students will require their attendance to be confirmed, plus any outstanding attendance confirmations from academic year 2006/07 onwards.

Same as the registration process, HEPs are required to ensure that there is a process in place for independent validation of attendance confirmations; a minimum of two members of each HEP should be involved in the process for assurance purposes. This can be achieved in several ways:

- by saving confirmations in SIS and allowing an accuracy check by another individual before submission
- Having different individuals determining student registration has been completed and submitting the confirmation in SIS
- Where confirmations are system generated, the process managers are responsible for assurance of accuracy and security of the involved systems and processes.
For example, where Admissions create the entry in the Student Record system following accepting a student, and Registry use their internal system and SIS to confirm attendance – the process managers would be an Admissions Manager and Registry Manager.

HEPs are responsible for managing their Attendance Worklists and confirming student(s) attendance. To ensure payment of fees at the earliest opportunity, HEPs should submit attendance confirmations by close of business on the Thursday before the main payment dates in October/February/May. If HEPs have not confirmed attendance by the deadlines for main payment dates in each liability period, BACs payments will be made each Wednesday after the first payment date. In order to ensure that payments are made the following Wednesday, HEPs should ensure that the relevant attendance confirmations have been made on SIS by the preceding Thursday.

Negative attendance code submissions should be followed up promptly by an appropriate CoC; this is automatically created on the CoC Worklist but requires to be submitted.

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10.5 Change of Circumstances

The online CoC service should be used as and when HEPs become aware that a CoC is required for a particular student; this would ensure that HEPs meet their obligations under the Student Support Regulations Act 1998.

As above, HEPs are to ensure that withdrawals are submitted as soon as they become aware the student is withdrawing from their course.

All CoCs must be submitted via SIS with the exception of SAAS, Northern Irish-domiciled students attending a HEP in the Republic of Ireland (ROI), and PT Grant students (excluding new Welsh PT Loan and Grant students from AY 2014/15). Changes for SAAS students should be submitted directly to SAAS, ROI providers should submit forms – available online at Student Finance Northern Ireland - for Northern-Irish domiciled students to the appropriate Education Authority, and for PT Grant students a CoC form should be requested from coc@slc.co.uk

HEPs are to ensure that when creating a manual registration on SIS, the corresponding Transfer Change of Circumstance should be submitted within ten working days.

All failed import submissions should be addressed and rectified by the HEP, wherever possible, within ten working days of failing the submission attempt.

Any errors that cannot be rectified should be raised with the **Partners Support Desk** on **0300 100 0642**.

Appendix 1 – Joint SLC/HEP Service Agreement

[<https://www.heinfo.slc.co.uk/hep-services/slc-hep-service-agreement-and-standards.aspx>]