

Attendance Management

HE Account Managers, Partner Services

March, 2019

Agenda

- 1 Introduction
- 2 Attendance Management
- 3 Attendance Codes
- 4 Provider Performance
- 5 Summary

01 Introduction

Objectives



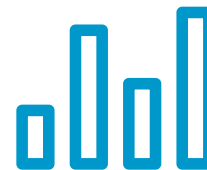
Attendance Management

This session is aimed at staff with the responsibility for the Attendance Management Process and will explore best practice



Student Engagement

The workshop will explore the term 'student engagement' and how institutions administer attendance



Provider Performance

The workshop will also cover regional provider performance in relation to the Attendance Management Service Standards



02 Attendance Management

Registration

- 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.



Attendance

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.

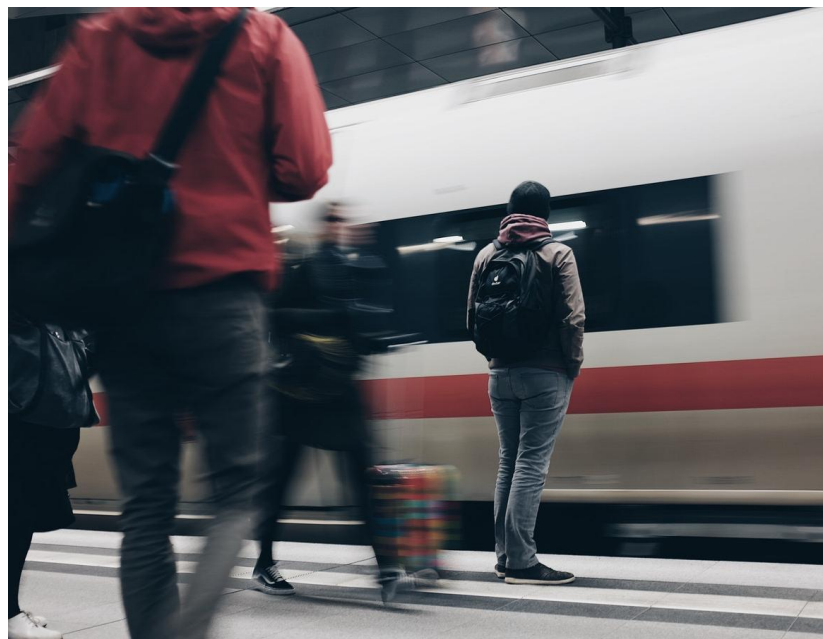


Withdrawals

A withdrawal refers to the point at which scheduled learning, teaching and assessment activities, and other active and on-going **engagement ends** 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.



Where an unknown student still appears on the registration worklist and there is reasonable assumption or clarity that the student will not enrol anywhere, the HEP is encouraged to submit a **Not Registered** code

Impacts of not submitting a Not Registered

We want to emphasise importance of having a tidy registration worklist to identify genuine issues of delays to confirmation of registration.

Delays to confirming registration disadvantages enrolling students.

Applicants not registered have an out of date position shown on their online account.

It is more difficult to handle student enquiries on payment delays.

Accurate registration records are important in terms of SLC's financial drawdown forecasts to the Treasury.

For SLC to pay students, payment is drawn down using forecasts based on when student registrations.

Significant delays in confirmations result in monies being held in a non-interest bearing account.

This can lead to SLC being fined due to not matching payment forecasts.

The Future

Short Term

- The solutions are either a choice of the destination HEP guiding the student to re-apply.
- Or the initial HEP can submit a Resumption CoC and notify the destination HEP to undertake a manual registration.

Medium Term

- In the medium term we are investigating the actual data to determine how many Not Registered students end up in study

Long Term

- We are in the longer term investigating system change that could enable a reinstatement from a manual registration

Managing Attendance

- A well thought out, documented policy is key to ensuring effective attendance management for the purposes of student finance
- Clear understanding of “non attendance”, for students and administration staff
- Scheduled census points in the academic year, with **buy in from academics** and all involved in the decision making process

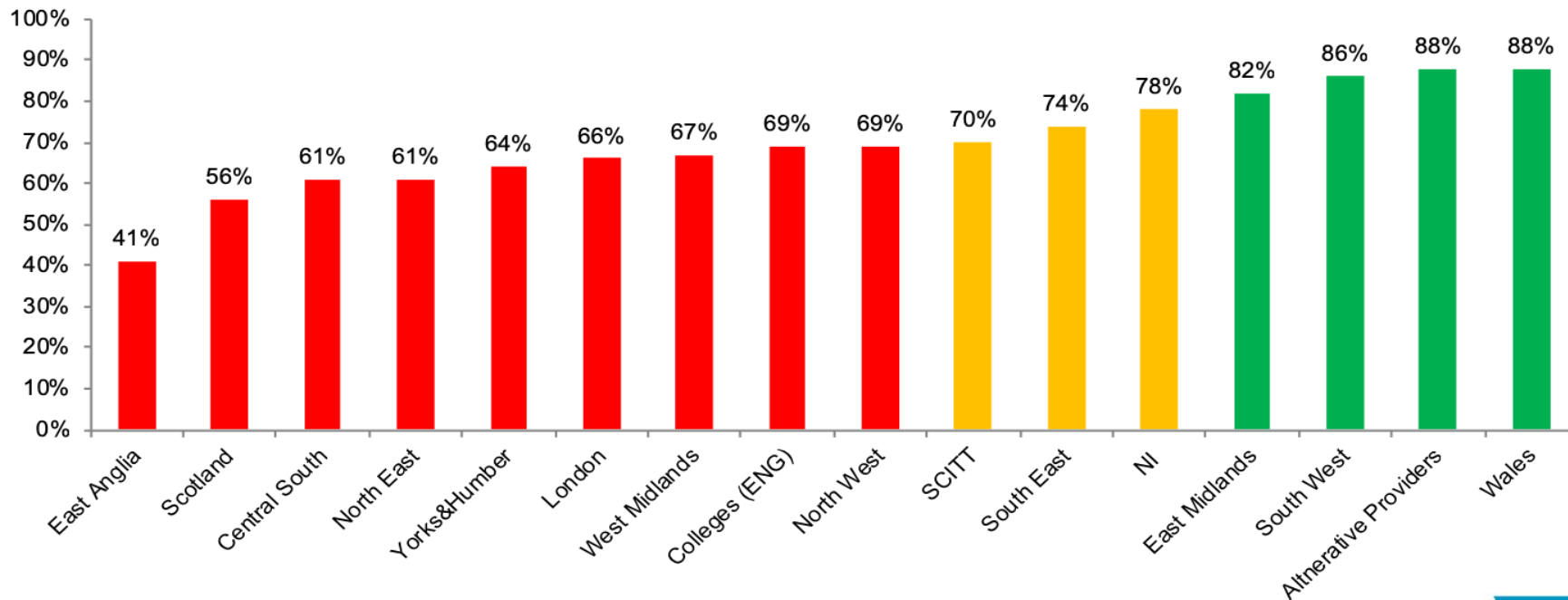


03 Attendance Codes

Payment Code	Description	Payment Code	Description
Code A	Student is in attendance – course and fee information are correct, Also After reassessment - course and fee information amended correctly - Payment will be released	Code F	In attendance but HEP disagrees with fee
Code L	In attendance but liability disputed, HEP to resolve	Code N	In attendance but liability disputed, HEP will not resolve
Code D	Not a student at this HEP or 'never attended'	Code X	Student withdrawn
Code C	Course mismatch	Code S	Student suspended

Changes of Circumstances*

80% of CoCs within 60 days of non-positive attendance codes



*data for 18/19 at January 2019

'D Code'

An automated CoC is generated and can be viewed in 'View CoC' section under Withdrawal/Never Attended with ability to track CoC progress

Available for Liability Period 1 only.
Automatically removes the student from all other work lists

Student will remain on View Student Information screens with a status of 'Attendance Confirmation NOT Required' (ACNR)

No prompt within CoC work list as no requirement for HEP to undertake a CoC

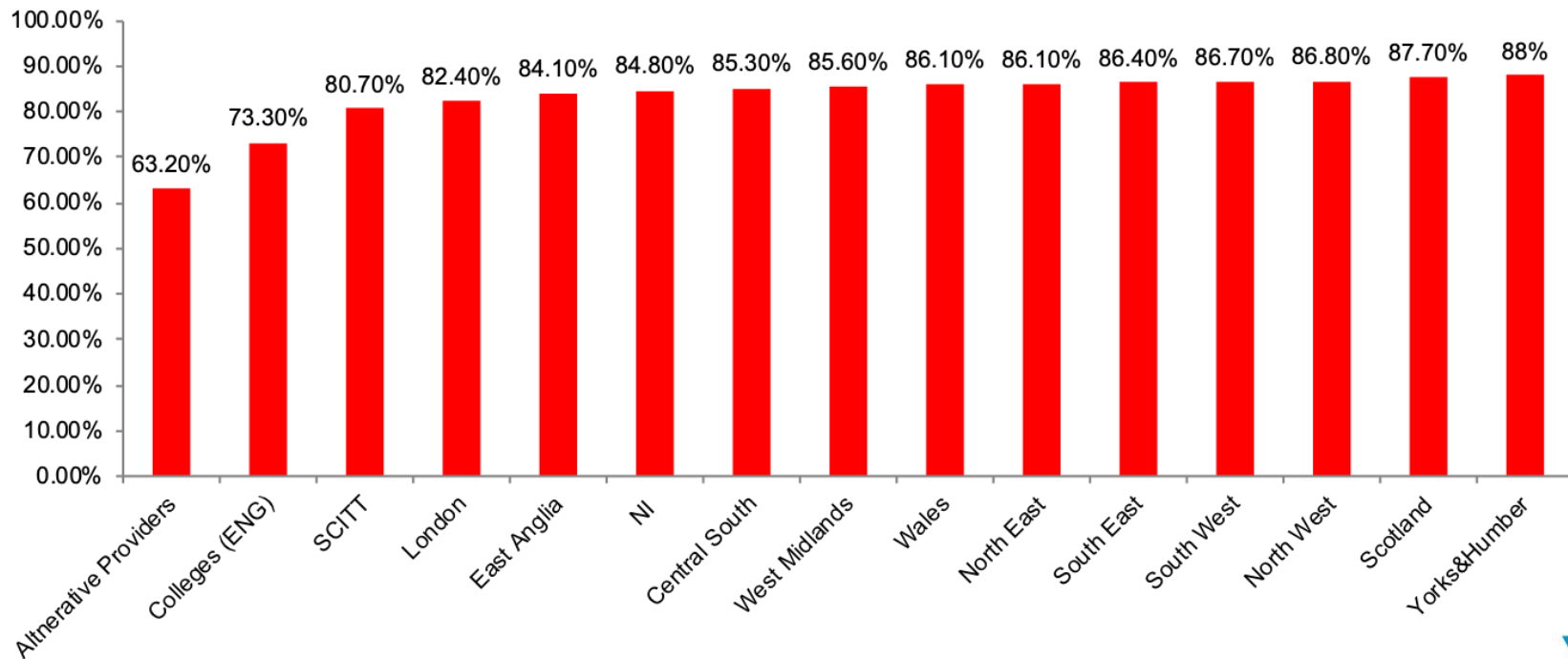
04 Service Standards

Attendance Management Service Standards

Confirmation of start of study (Registration Confirmations)	99.5% accuracy.	80% registrations with 5 days of term start date. X% for APs with AB Registrations 99% registrations/Not Turned Up/ within 30 working days of term start date
Attendance Confirmations	99% accuracy of attendance reports	85% by due date for earliest payment 97% return before 30 days from due date 98% return before 60 days from due date
Cessation (withdrawals)	99% accuracy of attendances	80% of withdrawals reported within 60 days of effective date 95% of withdrawals notified to SLC within 7 days of the withdrawal decision being made

Registration Confirmation*

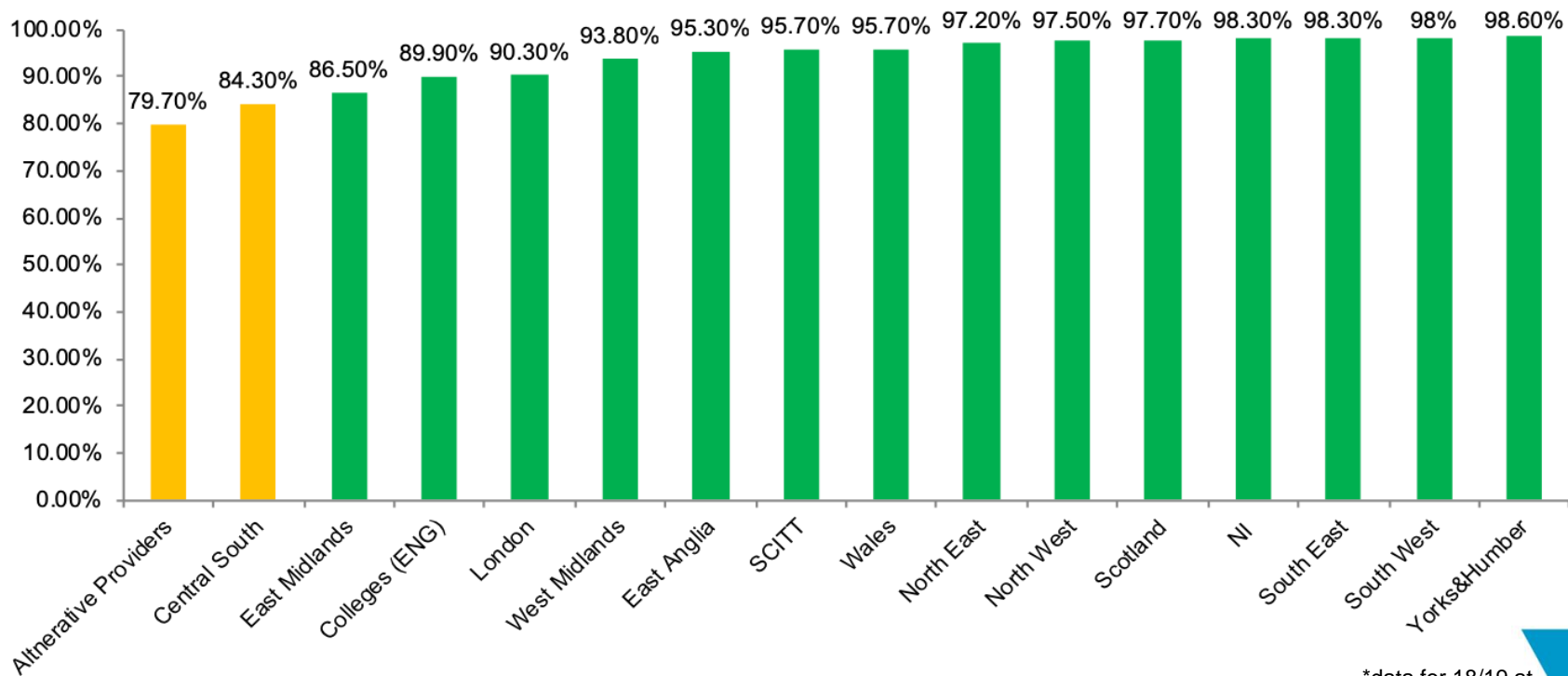
99% of UG registrations within 30 working days



*data for 18/19 at
January 2019

Attendance Confirmation*

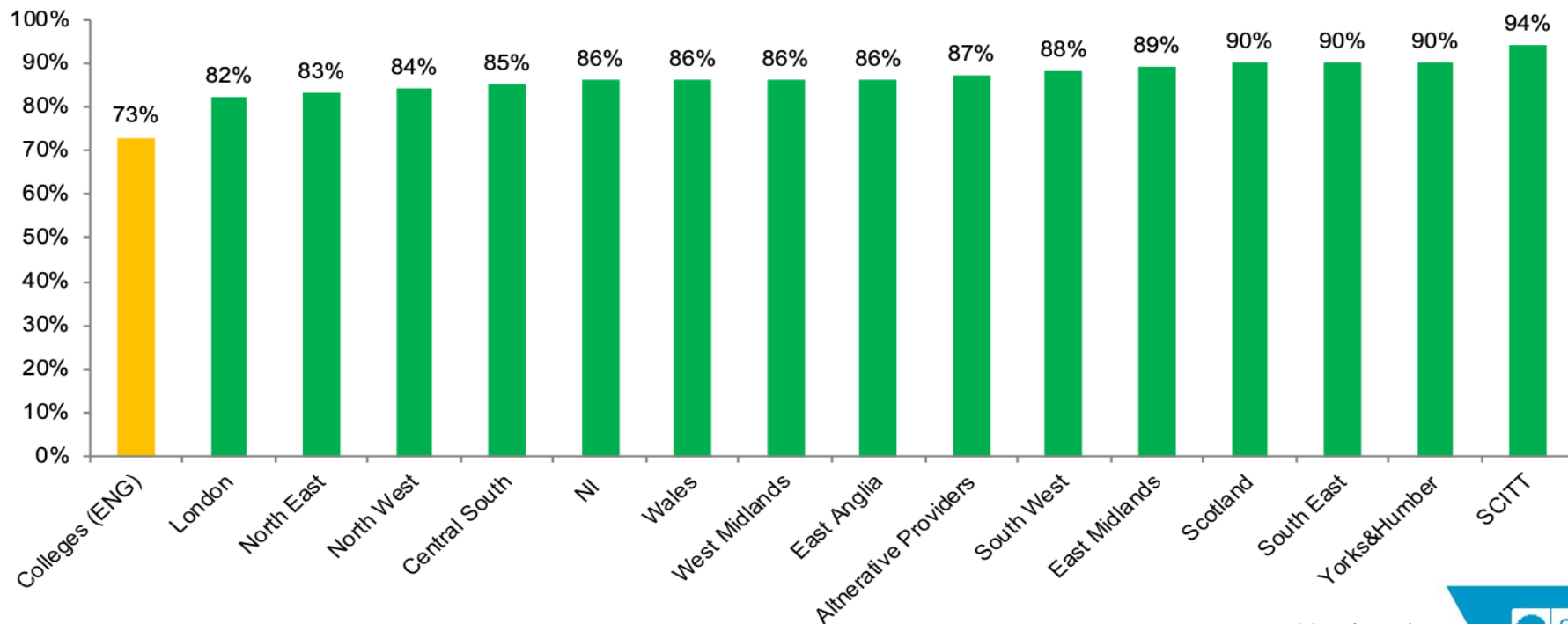
85% of attendance confirmed by earliest payment date



*data for 18/19 at
January 2019

Withdrawals*

80% of withdrawals reported within 60 days of effective date



*data for 18/19 at
January 2019

More than £9million in
overpayments due to late
withdrawals in 2018/19 AY



£9
million

05 Summary



Accurate, timely, completeness of returns

HE Account Management

Partner Services



HEP_Services@slc.co.uk



0300 100 0642



<https://www.heinfo.slc.co.uk/>

The slide features several decorative elements: a teal and yellow geometric shape in the top left; a blue triangle in the top right; a white grid pattern in the bottom left and bottom right; a red and purple geometric shape in the bottom right; and a vertical orange bar on the left side.

Thank you