

New to SLC: Induction Pathway Student Information Service (SIS)

HE Account Managers, Partner Services

March, 2019

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01 Introduction

Functionality

View Student Information



Confirm Registration



Confirm Attendance



Advise us of a students Change of Circumstance



View Financial Reports



SIS Home

Student Information Home

Registration Home

Attendance Home

Combined Home

CoC Home

Financial Reports

Select HEI

HE Gateway Home



Select HEI

Search for HEI

Help

Use the options below to search for and select an HEI.

HEI Code

Institution Name (Use wildcards (%) for more matches, e.g. Manchester%)

By clicking 'Next' we will find the institutions that match the information you have entered above.

Next

[Home](#)

View Student Information

- Offers a wide range of filters to search by Student, Course or General
- Opportunity to review the student data at either “Approved” or “Approved Awaiting Signature” work stage
- Identify students with incorrect fees and course details, missing NINOs, bank details, outstanding online declaration
- Ability to create work lists on date range to avoid duplicate imports into internal institution systems
- Export facility to allow early import of files into your own systems

Student Search

Student Search	Course Search	General Search	
Academic Year	17-18 ▼	Application Status	Select ▼
Customer Reference Number	<input type="text"/>	Student Support Number	<input type="text"/>
Date of Birth (dd/mm/yyyy)	<input type="text"/>	Mode of Study	Select ▼
Forename(s) Use wildcards (%) for more matches e.g. %Joh%	<input type="text"/>	Surname Use wildcards (%) for more matches e.g. %Sm%	<input type="text"/>
Last Updated Date From (dd/mm/yyyy)	<input type="text"/>	Last Updated Date To (dd/mm/yyyy)	<input type="text"/>
Current Attendance Status	Select ▼		
Registration Status	Select ▼		
Current Year Start Date From (mm/yyyy)	<input type="text"/>	Current Year Start Date To (mm/yyyy)	<input type="text"/>
Number of Records to Display Per Page	25 ▼	Level of Funding	Select ▼
		Fee Waiver	Select ▼

Course Search

Student Search	Course Search	General Search
Academic Year	<input type="text" value="17-18"/>	Application Status <input type="text" value="Select"/>
Course Start Date (dd/mm/yyyy)	<input type="text"/>	Course Name <small>Use wildcards (%) for more matches e.g. Mat%</small> <input type="text"/>
UCAS Course Code	<input type="text"/>	SLC Course Code <input type="text"/>
Method of Attendance	<input type="text" value="Select"/>	
Campus	<input type="text" value="Select"/>	
Qualification	<input type="text" value="Select"/>	Course Type <input type="text" value="Select"/>
Course Status	<input type="text" value="Select"/>	Course Fee Rate (£) <input type="text"/>
Current Attendance Status	<input type="text" value="Select"/>	
Registration Status	<input type="text" value="Select"/>	
Current Year Start Date From (mm/yyyy)	<input type="text"/>	Current Year Start Date To (mm/yyyy) <input type="text"/>
Level of Funding	<input type="text" value="Select"/>	Mode of Study <input type="text" value="Select"/>
Number of Records to Display Per Page	<input type="text" value="25"/>	

General Search

Student Search	Course Search	General Search	
Academic Year	17-18 ▼	Application Status	Select ▼
Domicile	Select ▼	Mode of Study	Select ▼
Last Updated Date From (dd/mm/yyyy)		Last Updated Date To (dd/mm/yyyy)	
Valid NINO Held	Select ▼	Transferred Indicator	Select ▼
Bank Details Held	Select ▼	Tuition Fee Payment Includes Loan Amount	Select ▼
Tuition Fee Payment Includes Grant Amount	Select ▼	Tuition Fee Payment Includes Amount Paid by Student	Select ▼
Student Bursary Consent to Share	Select ▼	Sponsor Bursary Consent to Share	Select ▼
Current Attendance Status	Select ▼		
Registration Status	Select ▼	Number of Records to Display Per Page	25 ▼

Use View Student Information to check for applications at the status of “approved awaiting signature

Use View Student Information to check for applications at the status of “approved awaiting signature

Best Practice

Ensure all course information is correct and complete a COC where it is incorrect

View tuition fee loans, zero assessments and student to pay records to identify further actions

02 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

Confirming Registration

Student maintenance support is triggered by the HEP submitting confirmation of registration



The Registration Worklist will populate **30 days** before the course start date

Confirm registration - students should be registered as soon as they are enrolled (all students) or within 5 days of student commencing course

Registration releases students payments at start of term (allow 3-5 working days from confirmation)

Remember the HEP obligation to have face-to-face contact with a new student

Worklist

You will see students entitled to 	You will not see the following 
Maintenance Grant	European Domiciled Students
Special Support Grant	Study Abroad Students
Maintenance Loan	Placement Students
Bursary or Scholarships Approved	Students who have not requested Maintenance Support
Postgraduate Loans	
Part-Time England, Wales and NI	

Registration Worklist

Outstanding Registration Confirmations

SSN	Full Name†	DoB	Course Start Date	Course Name	SLC Code	Registration Confirmation
SFDU	ADAMS,	06/05/1995	18/09/2017	COSTUME PRODUCTION	165107	Select ▼
SFDU	AGATE,	23/12/1997	02/10/2017	EUROPEAN THEATRE ARTS	38394	Select
SFDU	AKWAFO,	09/04/1997	02/10/2017	ACTING	38393	-- Y N
SFDU	ALLEN,	21/11/1995	02/10/2017	PERFORMANCE SOUND	266537	Select ▼
SFDU	ALLISON,	24/09/1997	02/10/2017	PERFORMANCE SOUND	266537	Select ▼
SAAS	ANDERSON,	12/09/1990	02/10/2017	ACTOR MUSICIANSHIP	38399	Select ▼
SFDU	ANDREWS,	20/04/1999	02/10/2017	STAGE MANAGEMENT	165106	Select ▼

Manual Registration

You can undertake a manual registration, where a student has initially applied elsewhere, but then changed their mind.

- Must have Student Support Number (SSN)
- Ability to add up to 50 students at a time (using green + sign)
- Not available to Alternative Providers or for PG students

Academic Year Help

Academic Year

Student Details

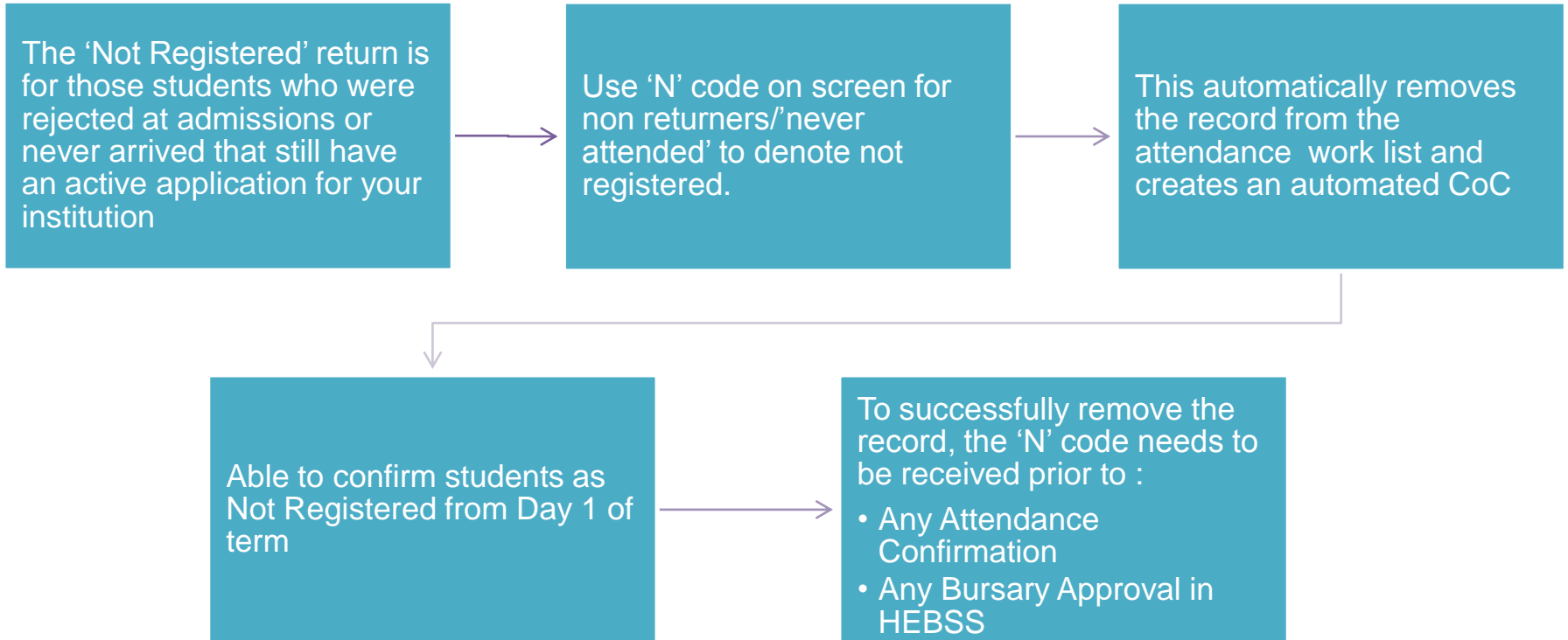
Row	SSN/CRN	Surname	Forename(s)	Date of Birth	
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value=""/> <small>(dd/mm/yyyy)</small>	<input type="button" value="+"/>

- SIS Home
- Student Information Home
- Registration Home**
- Registration Worklist
- Import Registration Confirmations
- Registration Import Results
- Create Manual Registrations**
- View Manual Registrations
- Attendance Home
- Combined Home
- CoC Home
- Financial Reports

PTML Registration

- The HEP must confirm that the student is in study **AND** the number of credits are correct
- If the credits are incorrect the HEP should either
'overtype the credits on the **Registration Worklist screen**
or
import correct credits on file returns
- Registration submission with a change in credits will create a reassessment of the students' entitlement
- After reassessment the record will reappear on the Registration Worklist for positive confirmation
- Any subsequent changes of credit value should be notified via COC

Not Registered



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.

Student Case Study



John has just started his 1st year of University.

- John's University accidentally submit an "N" code against his record, telling SLC that he essentially has never turned up, even though this is incorrect in this instance.
- This action closes down John's application and blocks his funding, which could have a huge impact on John's ability to afford living costs for Term 1.
- In this case, the HEP should immediately contact their SLC Account Manager and highlight the mistake so we can have this reversed.

Registration – Service Standard

Confirmation of start of study (registration confirmations)	99.5% accuracy	80% registrations with 5 days of term start date 99% registrations/not turned up/within 30 working days of term start date
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Utilise your Registration Work list to identify approved applications requiring confirmation of registration.

Immediately flag as "Never Registered" when you know student has failed entry requirements and so won't start HE or the student has contacted you confirming not going to HE.

Best Practice

View Manual Registration to track progress of students transferring in to your HEP.

Clear down historical outstanding registrations on your worklist.

03 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.

Attendance

Confirmation of attendance by the HEP releases Tuition Fee loan payments to the HE Provider



The SIS Attendance Worklist will populate on the 1st day of each term, for Liability Points 1, 2 & 3



Attendance confirmations can be submitted via import or on-screen



Confirmations should be received by close of business on the Thursday prior to the earliest payment date



Thereafter for ongoing payments, confirmation to be received by close of business the previous Friday

Attendance Worklist

**You will see
students entitled to**



Tuition Fee Loan

Tuition fee grant (Welsh only)

Postgraduate Northern
Ireland Students

**You will not
see the following**



Not requested/not eligible
for Tuition Fee Loan/Grant

SFE/SFW Postgraduate Students

Scottish Domiciled

Payment Code	Description	Next Step
Code A	<p>Student is in attendance – course and fee information are correct, Also</p> <p>After reassessment - course and fee information amended correctly - Payment will be released</p>	Payment will be released
Code L	In attendance but liability disputed, HEP to resolve	Payment will be released
Code D	Not a student at this HEP or 'never attended'	No CoC required – SLC will automatically action

Payment Code	Description	Next Step
Code C	Course mismatch	HEP is expected to raise a CoC
Code F	In attendance but HEP disagrees with fee	HEP is expected to raise a CoC
Code N	In attendance but liability disputed, HEP will not resolve	HEP is expected to raise a CoC
Code X	Student withdrawn	HEP is expected to raise a CoC
Code S	Student suspended	Payment will now be blocked & HEP to raise a CoC

Never Attended D Code

'D' code allows HEP to indicate to SLC that a student is unknown to them or has not shown up for enrolment (never attended)

- Available for Liability Period 1 only
- Automatically removes the student from all other work lists
- No prompt within CoC work list as no requirement for HEP to undertake a CoC
- An automated CoC is generated and can be viewed in 'View CoC' section under
- Withdrawal/Never Attended with ability to track CoC progress
- Student will remain on View Student Information screens with a status of 'Attendance Confirmation NOT Required' (ACNR)

Tuition Fee Payments

Season (Academic Year Start)	Payment 1	%	Payment 2	%	Payment 3	%
AUT (Sep – Dec)	3 rd Wed Oct	25%	1 st Wed Feb	25%	1 st Wed May	50%
WIN (Jan – Mar)	1 st Wed Feb	25%	1 st Wed May	25%	3 rd Wed Oct	50%
SPR (Apr – Jun)	1 st Wed May	25%	3 rd Wed Oct	25%	1 st Wed Feb	50%
SUM (Jul – Aug)	3 rd Wed July	25%	1 st Wed Feb	25%	1 st Wed May	50%

Attendance – Service Standard

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
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Utilise your Attendance Worklist to identify approved applications requiring confirmation of attendance

Ensure negative attendance confirmations are followed up with the appropriate COC, via the COC Worklist

Best Practice

Filter on all student with late confirmation for previous Liability period, before accessing next period Worklist

04 Changes in Circumstance

Pre Liability

Where a change is made to a student's application before the first day of term

Student



- Change their course or institution
- Change their course fee amount
- Request additional funding (TFL/ML)
- Change their address details
- Update bank details

HEP



- Transfer a student in to your institution
- Change the fee amount charged

Post Liability

Where a change is made to a student's application after the first day of term

Student



- Request additional funding (TFL/ML)
- Change their address details
- Update bank details

HEP



- Transfer a student in to your institution
- Suspend a student
- Withdraw a student from the course
- Change the fee amount charged
- Resume a suspended student

COC Types

Resumption

When a student returns after a period of suspension within the same academic year

Fees will be recalculated based on the resumption date

Repetition

Notify SLC of a student who fails to progress to the next year of the course and is given the option to repeat

Zero will show in SIS for fees if a student has used their repeat year and does not have a fee entitlement

Credits

Notify SLC of a student who changes their intensity of study on a Part-Time Course.

A credit CoC will reassess the students maintenance entitlement

COC's – Service Standard

Change of Circumstance Notifications	95% accuracy of attendance reports	80% of CoCs submitted within 60 days of AC return of a non-A code
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Withdrawals

What's it for:

Students who have withdrawn from their course or never attended and attendance was confirmed in error

Impact on the Student:

Funding will be recalculated based on the last date of attendance

SLC will seek immediate recover of any finance paid when the student wasn't in attendance

Student will receive a new entitlement letter detailing the any changes to funding

Impact on the Provider:

Fees will be recalculated based on the last date of attendance

Any fees paid to the institution when the student wasn't in attendance at the relevant liability point will be clawed back on the next payment run

Withdrawals – Service Standard

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
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Grant and Loan Overpayment

Grant and Loan overpayments can occur for a range of reasons, most commonly due to suspending/withdrawing or sponsors household income.

The Student will always be expected to repay their overpayment back, regardless of how this occurred.



Student Case Study



Lauren commences her 2nd year of study in AY 18/19, and has taken out a TFL and ML.

- Lauren attends T1, and decides not to return to study after the Christmas holidays as she does not like her course.
- Lauren's HEP do not submit a withdrawal for her until March 2019, meaning she is placed in to "overpayment" as she has received ML for T2, which she was not entitled to as she was not in attendance.
- Lauren's overpayment of £1,500 is deducted from her ML for AY 19/20 when she starts studying at another HEP.

Best Practice

Ensure a COC contact has been added via 'Maintain Contacts' section of the SIS Portal

Remember **NOT** to add unnecessary notes as this will delay the COC processing

Be mindful of processing times, especially during 'peak' times

Contact SLC if your task has not been actioned after **30 working days**

Do **NOT** submit duplicate COCs

05 Summary



Registration

Attendance

Changes of
Circumstance

Chloe Crainie & Alex Stainsby

HEP Account Managers | Partner Services



Chloe_Crainie@slc.co.uk
Alexander_Stainsby@slc.co.uk



07916 210666
07974 254174



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

The background 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 shape in the bottom left; and a purple, pink, and teal geometric shape in the bottom right. A vertical orange bar is positioned to the left of the text.

Thank you