



HE Student Support Seminar 2021

Questions & Answers



Contents

	page
<u>Customer Day</u>	2
• <u>Childcare Grant Payment Service – Student Finance</u>	2
• <u>Customer Engagement Management</u>	2
• <u>Disabled Students Allowance Service – Student Finance England</u>	5
• <u>EU & ROW Students</u>	5
• <u>Independent & Estranged Students</u>	8
• <u>Study Abroad</u>	9
• <u>Mitigating Student Fraud – Customer Compliance at SLC</u>	10
<u>Provider Day</u>	11
• <u>Attendance Management Induction</u>	11
• <u>Bursary Administration Service for Beginners</u>	12
• <u>Change of Circumstances – Course & Fee</u>	13
• <u>Change of Circumstances – Withdrawals & Suspensions</u>	16
• <u>CMS for New Staff</u>	21
• <u>NHS Learning Support</u>	24
• <u>Part-Time Courses</u>	26
• <u>Seasonal Starts</u>	26



Customer Day

Childcare Grant Payment Service – Student Finance

There have been times this year that payments have not been paid due to systems error - is there a work around?

There is an issue which has impacted some students who have been given course extensions not being able to receive their CCG via the Childcare Grant Payment Service. We have been able to implement a manual process for these customers and they have been paid their CCG directly so that they can pay for their childcare.

Customer Engagement Management

Will the new systems be available to students from all four nations?

The new system is reliant on the application process being operated through SLC systems. As a result, it will be available to students applying to SFE, SFW and SFNI. As SLC are not involved in the application and assessment process for Scotland, it will not be available to those customers.

Can I ask how this will affect processing times? For example, how long would a standard referral take, and how long will it take a manager to approve a High-Level Escalation?

The new case-management model introduced through CEM allows us to offer more accurate timescales on the handling of referrals. While the speed at which a standard referral will vary during the academic cycle and will be dependent on agreed staffing levels and budgets, we are targeting a 2 day turn around on referrals.

Managers should approve high-level escalations as soon as possible, and certainly within 2 hours.

When will all these changes will be available to students?

The public beta is scheduled to launch in late January 2022. This will make these changes available to all SFE customers, with SFW and SFNI following shortly afterwards..

This new system looks really effective and can sympathise with working with multiple systems. Can the “view your payments” section be downloaded by the student? We ask students for their funding information when they apply for financial assistance, and we need this information with their name, etc for validation.

The student would be able to print the existing page to PDF, or download a PDF copy of their assessment letter which will still be generated and loaded onto their online account.

Will there be a demo application that we as practitioners will be able to access, to help us when advising students and supporting them through the process?

We do not currently have plans for a demonstration system to be available, but our use of Salesforce to deliver this system does mean that this could be possible, and we will look into it.

On the payments schedule, will there be an explanation of what "awaiting confirmation" means and when students can expect this to change? This would be helpful to avoid the volume of queries we get.

Part of our design process was to discuss with students what they would like to see in terms of status information, and what would be meaningful to them. As part of that we have reworded status messages and added explanatory text.

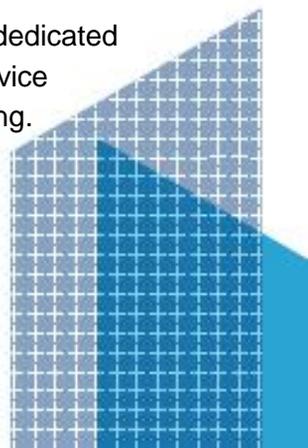
Wherever possible we are providing estimated dates to manage student expectations.

It would be interesting to know what SFW staff are using / whether this is going to be rolled out to SFW staff?

SFW staff are included in our pilot of CEM, and are using the system in the same way as their SFE colleagues. Managers also have automated reporting to check that cases are being progressed in a timely manner.

Am I correct in assuming these will be quality checked to ensure correct information & appropriate closing is performed?

Yes. As part of the organisational change to support the introduction of CEM a dedicated quality assurance function has been established checking all aspects of the service provided to customers including the completeness and accuracy of case handling.



Will this system allow currently paper based functions to be eliminated e.g. NMTO to MT & PFF2

Yes. One of the capabilities being delivered is “Digital Data Capture” – effectively the ability to provide an online screen to provide information that is currently captured on a range of paper forms. The initial form being developed is for current year income assessments, but there are plans to move all forms to this online model, with both of the examples mentioned above being priorities on that development plan.

Disabled Students Allowance Service – Student Finance England

Is there any way around a student with Dyslexia obtaining support if they haven't got a copy of a psychologist's report and cannot obtain one?

In order to make a student eligible for DSA we need to review their disability evidence. For a student with a specific learning difficulty such as dyslexia that would include a diagnostic assessment from a psychologist or other suitably qualified professional. Without that evidence we cannot determine their eligibility and they would not be able to receive DSA support.

Could more students with mental health condition be given more consideration for Study Skills support?

Specialist 121 study skills support is predominantly provided to students with specific learning difficulties or autism. However, any student would be considered for study skills if the nature of their condition meant that it was necessary for them.

EU & Rest of World Students

Do students with Refugee Status get full funding? What does partial funding mean for those with Humanitarian status?

Both Refugee & Humanitarian Protection are protection-based categories and they are both eligible for full funding if they are granted their status prior to course start date. If they are granted their status after course start date, as they are both events, they would be eligible for partial funding – if granted status within 3 months of course start they are eligible for full tuition fees and maintenance loan from term 2 and full funding for any subsequent years. If they are getting status after 3 months, they are not eligible for tuition fees for year 1 and eligible for maintenance loan from term 3, however eligible for full funding for any subsequent years.

Does the eligibility mentioned for pre-settled relate to both UG and PG, or is there some separation in Eligibility? I am primarily interested in EU Pre-settled for Masters loan.

Criteria for EU Pre-settled status for UG the student must be EU/ EEA national working, EU/EEA/ROW national family member of a MW.

Criteria for EU Pre-settled status for EU locked/PG and ALL the student must be EU/ EEA national working, EU/EEA/ROW national family member of a MW, EU national not working, ROW national family member of EU national (EU national not working) This criteria is different due to it being tuition fees only.

If the student is applying for PGL and UG (DSA) the student will have to meet criteria for both PGL and UG due to PGL being Tuition Fees only, but the UG being maintenance therefore there is possibility for the student to be eligible for PGL but ineligible for UG, however this is reviewed on a case-by-case basis.

It would be helpful for us to receive a breakdown of which statuses can get funding?

- Indefinite Leave to Remain, EU Settlement ILR, Indefinite leave to Enter
- Pre-settled – EU/EEA National working, EU/ROW/EEA national family member of MW would get full funding. EU National not working and not family member of MW would get fees only. EEA national not working, not family member of MW and does not hold settled status would not be eligible for any funding
- Leave to Remain - Long Residency – The list of categories that fall into this status is not exhaustive but includes Family Private Life/ 10year partner route etc.
- Protection based categories – Refugee LTR/ILR, HP LTR/ILR, Calais Leave, Section 67, Domestic Violence ILR (these statuses are all events and do not require 3 years lawful status. The student is only required to have been in the UK since the most recent status was granted)
- Spouse/Partner Leave to Remain – If they can meet Long Residency they will be eligible for SFE funding as long as they also hold 3 years lawful status. If they cannot meet Long Residency they may only be eligible for EU locked funding as spouse of a UK national, however from 21/22 this depends on when the student and spouse returned to the UK due to the Brexit transition period

The list of status is not exhaustive, they are all looked at, at a case by case basis as they may not meet one set of criteria but may be able to fall into a different criteria. For further examples of statuses our WI's are available on DCS.

The only statuses we do not fund are those claiming asylum but have not yet been granted asylum, and from 21/22 onwards we do not fund those holding Family Member – EU Residence or Permanent Residence as these have been replaced by the EU settlement Scheme so these students are required to have applied under the EU Settlement Scheme for Funding.

During previous lockdowns we were told some evidence could be provided digitally e.g scans. So is it now the case that original evidence has to be sent in hard copy by post and there are no exceptions? Will that change if there is another lockdown later in the year?

Since the start of Covid-19 we have never changed our requirements for students to provide original evidence for eligibility purposes as we are required to review these original items therefore if we do go through another lockdown our processes will not change and we will require the original evidence.

Have I understood correctly that Irish Citizens can get full funding (TFL + maintenance loans) as long as they have 3 years residency in the UK or Common Travel Area prior to the course start date?

Under the Immigration Act 1971, Irish citizens are automatically deemed to be settled in the UK and are not required to apply for a status under the EU Settlement Scheme although some students will choose to do so. In order to receive full support an Irish citizen will need to meet the same eligibility requirements as a person with settled status in the UK:

- Must be ordinarily resident in England on the first day of the first academic year of the course
- Have been ordinarily resident in the UK and Islands for 3 years prior to the first day of the first academic year of the course
- Are a Migrant Worker or a Frontier Worker

Fees-only support (including Advanced Learner Loan and Post Graduate Loan funding) will be available for Irish citizens who meet one of the following eligibility scenarios:

Resident in the UK by the end of the Brexit transition period on 31st December 2020 and were resident in the UK, Gibraltar, European Economic Area (EEA) or Switzerland for 3 years prior to the first day of the first academic year of their course

Or

Were not resident in the UK by the end of the Brexit transition period on 31st December 2020 but were resident in the Common Travel Area (UK, Islands and Ireland) for 3 years prior to the first day of the first academic year of their course with at least part of this time spent in Ireland.

In the second scenario if the student was not resident in the UK by 31st December 2020 and is living in Ireland, they should apply for support from the UK territory where they are undertaking the course e.g. a student commencing a course in England should apply to Student Finance England, a student commencing a course in Wales to Student Finance Wales, etc. The student is not however required to be resident in that territory on the first day of the first academic year of the course.

Independent & Estranged Students

Is there any special support for Care Leavers with SLC? One of my students has had a very stressful year trying to secure fees and still hasn't got them sorted from last year.

The SFE Independent Team reviews all evidence to establish Care Leaver eligibility, once this status has been awarded, most queries should be able to be resolved through our call centre, including any queries relating to their independent status. However, if you do feel the issue is particularly urgent or complex, you can refer the student to independent_Student_Enquiries@slc.co.uk

Will the emails confirming the decision on estrangement/length of evidence be available via the letters/email section of the student's online portal?

No, these forms are not generated in the system and are sent manually and so are not currently available from the customer portal.

Main issue for me on this is understanding when I can submit the form. I If I have just met a student at Freshers but they advise me they have been estranged for a year, is this adequate?

Yes this would be adequate, we no longer have any expectation for the length of time support staff at HEI would have to have known the student or been aware of their situation.

Please could you provide the email that we can send the form to?

The estrangement declaration can be sent to Independent_Student_Enquiries@slc.co.uk if no wet signature can be provided.

Is the consent to share set up via the standard SFE helpline, or do students need to contact the specific Estrangement helpline to set this up?

The consent to share on the estrangement declaration would only enable us to contact the third party directly about the student's estrangement, and no other information could be shared regarding the student's application. This consent to share can only be set up via the estrangement form currently.

The standard consent to share which enables us to share information with the third party can be set up via the standard SFE helpline.

Could the estrangement award letter say something along the lines of: Some universities have additional funding for students considered to be estranged or a care leaver. Please contact your university for further information about additional funds

The current award letters do signpost the student to their HEP for further support and currently states: "You may want to take this letter to your university or college as confirmation of your status. They may be able to offer you further financial support and advice."

We have had some students in the last AY who have estranged themselves because of their situation at home (controlling and coercive behaviour. Is this a pandemic response or planned to continue?

The Independent Team would not need a reason for why the estrangement occurred, and so if a student has estranged themselves due to their parent's controlling or coercive behaviour they may apply for Estrangement/Independent Status regardless of the pandemic, so long as they meet the usual estrangement criteria.

Study Abroad

What is the difference between Erasmus and non-Erasmus study?

There is no difference in funding a student will receive if they are studying abroad, either on an Erasmus scheme or not.

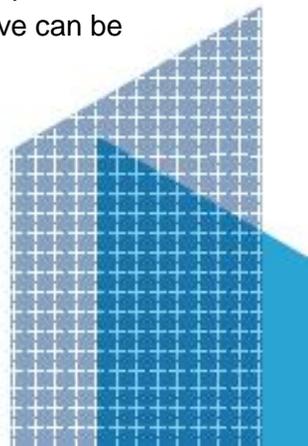
Where the difference lies, is when it's a placement year.

When a student has been accepted on an Erasmus placement, they qualify for SFE funding the same as if they were on a study abroad year.

This means that they will receive the £5253 funding if non means tested and up to £10866 if means tested.

However, if the student is on a non-Erasmus placement, they can only receive the reduced rate maintenance loan of £2874. This figure will not be altered, even if mans tested.

Therefore, it is always important to advise the study abroad team of whether the placement is Erasmus or Non-Erasmus as the difference in the funding the student can receive can be significant.



Mitigating Student Fraud – Customer Compliance at SLC

How substantive does the evidence need to be for you to block access to public funds?

This would depend on the concerns held; although we manage cases consistently, they are reviewed individually and have different evidential thresholds depending on the investigation type. Ordinarily, evidence is required to ensure that the right decisions are made for the right reasons. Evidence can be obtained from a number of sources to allow the correct decisions on funding entitlement to be made.

How long has the PEACE Model been used and what did you use prior to this? I am thinking about a student unfitted several years ago, who now wishes to return to HE?

Approximately 6 years.

Do you notify Universities of fraud applications if funding is withdrawn?

Not normally for individual cases but for larger groups, yes.



Provider Day

Attendance Management Induction

Where in the SIS portal can we find that the student has missing student NI number?

You will find a list of students who have missing or invalid National Insurance Numbers in the financial reports section of the Student Information Services. Once you have navigated to this section there is a report called 'Students with blocked maintenance payments'. If you click on the report you will be presented with a list of Student Support Numbers which identifies to the students that have missing/invalid National Insurance Numbers. You can also see if an individual students NINO has been verified via the student information/personal information that can be accessed through the view student information tab.

Best Practice Tip – If you access this report before term start, you can contact students who have missing or invalid national insurance numbers and encourage them to submit this information to SLC. Although the application is approved SLC will not make a payment against an account where a national insurance number is missing or invalid.

Please note you will need the correct permissions to access the financial reports section, please contact your system user administrator if you do not have this or are unsure of your permissions and they will be able to advise/set this up for you.

More information on the financial reports available on SIS can be found here:
<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/financial-reporting/financial-reporting/>

At our HEP, the cooling off period is 14 days after the start of the course. If we waited for this period to expire, would it not disadvantage us in terms of statistics in the 'Compliance Measures'?

The attendance confirmation date will be registered against the service standards, however the cooling off period at your HEP may affect these measures, this will be taken into consideration by your Account Manager when reviewing the HEPs performance. (Contd.)



Contd.

Our guidance is to confirm attendance for students only when they have become liable for fees. This will be after the cooling off period has ended. The duration of this varies across the sector.

More information relating to Cooling off, including useful examples, can be found on our guidance pages at: <https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/attendance-confirmation/cooling-off-attendance/>

If a student is repeating a year, does the student have to make an application, or does the HEP need to action this?

In Undergraduate study a student needs to make an application every year they want to apply for funding. If a student is repeating a year of study then the student must complete a funding application for the repeat academic year and the HEP must submit a repetition CoC.

Please note that previous study calculations will have an impact on students entitlement and does not automatically mean a student will be entitled to funding for a repeat year. Students are assessed on an individual basis.

Details on how to submit a repetition CoC can be found on our guidance pages at: <https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/change-of-circumstances/repetition-coc/>

Bursary Administration Service for Beginners**If we approve a bursary and the 10 drawn down has already started, why can't you stop the payment from going to the student?**

Once you have entered the drawdown period, SLC are unable to put an emergency stop notification on any approvals if you determine that the student is no longer eligible for the award, or for example they were awarded in error or have withdrawn from the course.

This is because the money has already been taken from your account and is in progress. It is important that you ensure that awards you have approved include only students you want to pay before the drawdown period begins.

Can you confirm how much of Post code you currently use - how easy will this be to put into practice for what we intend to do for 22/23?

It is only the first three digits we use for Post code at present on Bursaries.

For more information on creating awards please refer to our quick guide on Creating & Maintaining awards on the BAS homepage of the HE Gateway.

Change of Circumstances – Course & Fee

Please provide clarification on pre-liability CoCs submitted by students. Have been told before that this must be done before start of academic year (so last day would be 31st August 2021). The seminar workshop stated start of term. Which is correct?

A pre-liability CoC is a change to a student's application before the point of liability. The point of liability is when the student becomes responsible for the repayment of a maintenance or fee loan.

If a CoC is submitted after the student has become liable for funding this is classed as a post-liability CoC.

It would be really helpful if we could see in SIS if a student has selected the maximum tuition fee loan and we would therefore know if there is a problem and a fee CoC is needed, or if we actually need to bill the student.

Currently on SIS you cannot see whether a student has requested the maximum tuition fee loan which is available.

If there is a value in the Student To Pay column this indicates the student has not ticked the maximum tuition fee loan indicator on the application form.

Just wanted to feedback that last year I was receiving emails to advise that they could not process a transfer CoC where the tuition fee stated £9250 because 25% had been confirmed by the previous institution and to submit a second CoC for 75%. As we are not always aware a student started somewhere else, going forward if we can only receive 75% but state 100% will the CoC be processed accordingly rather than having to submit a second CoC for 75%?

We would advise HEPs to always submit a transfer CoC with the full fee, for example £9,250, submitted into the relevant areas of the CoC form.

Guidance and information on submitting fee CoCs can be found on our HEP Services website;

For full-time

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/change-of-circumstances/full-time-fee-change-coc/>

For part-time

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/change-of-circumstances/part-time-fee-change-coc/>

In these cases, if a fee CoC has been reviewed/worked but it doesn't change the TFL amount due to the Uni (as the student has chosen a reduced amount) is there a way SLC can make the Institution aware to ensure clarity that the fee CoC has been worked?

If the student has selected the maximum tuition fee loan indicator on their application our system can process Fee CoCs automatically when you apply a tuition fee change to the course.

Where a student has not selected this indicator, their tuition fee loan amount will not change until the student submits a tuition fee loan request form.

We are unable to send a notification to HEPs following an individual assessment due to the volume of CoCs that are processed daily.

If a student suspends in Term 3 can we place a note on the notice requesting that ML entitlement is continued to the end of the year (so as to avoid an overpayment?)

A student is only entitled to maintenance funding whilst they are in study, an additional note on a CoC would not allow SLC to circumvent this policy requirement.

A student can only receive 60 days of additional funding following a suspension if they have suspended for health reasons.

Guidance and information on Suspension CoCs can be found on the HEP services website;

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/change-of-circumstances/suspension-coc/>

We receive conflicting information/guidance from HEP services. We've been told to do the CoC for all years and for the final year, but the change usually happens over the summer months when the funding is seen as 'closed' after the 4th year.

A CoC should be submitted for the affected years. If a student studied a three year Maths course but changed halfway through year three to a Maths and Statistics course, a CoC should be submitted in year three transferring the student to the correct course. No changes are necessary for the previous academic years.

Guidance and information on submitting transfer CoCs can be found on our HEP services website;

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/change-of-circumstances/internal-transfer-coc/>

When we use the View CoC function on SIS and filter for CoCs that are 'Submitted', we find that a number of these have been worked and the status hasn't been updated so we can't use this function as we'd like. Will there be enhancements forthcoming on this functionality in SIS?

We are always looking to review the SIS portal and improve the services it offers the HEPs. This year we have made many changes to the CoC functionality and status updates, this will be further enhanced in the future to provide more accurate information on the status of CoCs.

Can we have a delete function returned so we can delete a CoC if submitted in error and noticed straight away and then the correct one can just be sent?

This is a common request but the way our systems work this functionality would require a major rework and is not scheduled to begin anytime soon. We are aware of the potential benefits that it may bring, and have already captured this enhancement request on our catalogue of continuous improvement ideas.

We previously had to submit the fee that needed to be allocated to the new course in any transfers midway through an academic year. Do we now submit full fees for the academic year and highlight 'split fee' on these transfers going forward?

When submitting the split fee reason code with transfer CoC please include the full tuition fee amount, the system or processing teams will look to calculate the amounts paid to each course based on the effective date and attendances confirmed. Further information on this can be found [here](#).

Do we still need to add notes where the completion date changes, even if this information is provided within the compulsory text boxes of the CoC?

Completion date is information that is not included in some CoC submission avenues and so is not needed to be added to the CoC notes field. If you have a specific complex situation in mind, please discuss this with an Account Manager.

Could we have the email for the CoC team please?

The email address for the CoC is coc@slc.co.uk

You should contact our CoC team If your submitted CoC has not been processed after 30 working days.

When we get to post third liability transfers, where we would have previously put zero fees, what option do we now use in terms of new transfer reasons? Presumably we now put in whole fee?

In all transfers the full tuition fee should be submitted in the relevant fields. How the funding is split between courses will be down to the CoC reason code selected and information submitted in the transfer CoC.

Guidance and information on transfer CoCs can be found on our HEP services website

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/change-of-circumstances/internal-transfer-coc/>

Change of Circumstances – Withdrawals & Suspensions

We have a student who has applied for a degree course but we only have them on a Level 3 course, what code do we use to cancel their application? would it be N in registration or D?

You can use either the D code via your attendance worklist or the N code via your registration worklist. Both of these codes work in the same way by creating an automated CoC and cancelling down the students application.

Information relating to the never attended codes can be found here:

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/registration-confirmation/registration-worklist/registration-worklist-search-results/>

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/attendance-confirmation/attendance-code-definitions/>

If a student is charged £0 fees, but had registration confirmed, and they pay back the maintenance money received, will this still count as 1 year of study?

Yes, if a student has attended for any period of time it would still be counted as a year of study and would be included as previous study for any future applications even if the student repays the maintenance payment they received.

If a student withdraws during the Uni's cooling off period, will it still be counted as a year of funding for SFE purposes (i.e. it would use up their +1)?

Yes, if a student has attended for any period of time it would still be counted as a year of study and would be included a previous study for any future applications.

When a suspension leads directly to a withdrawal, although the effective date should be the actual date the circumstances change, the last date of attendance should presumably be stated as the date the student last actually attended / engaged in study. Will this mean that the student has overpayment backdated to last date of attendance or to the effective date?

The date of last attendance on a withdrawal CoC is used as the effective date and it's this date that is used in the assessment to calculate the students entitlement. Therefore the date of last attendance needs to be the date the students circumstance has changed.

The guidance for submitting a withdrawal CoC directly following a period of suspension can be found here:

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/change-of-circumstances/withdrawal-coc/withdrawal-after-suspension/>

If a student is intermitting due to health across academic years. Does the 60 days cross over so they will have no overpayment for the last year and a small payment in the next academic year? We have had differing advice - such as nothing in the next year, remainder of the 60 days in the next year and finally another full 60 days if funding if we send a new suspension CoC.

The 60 days extra support following a suspension due to health is only paid up until the end of the academic year. If the 60 days spans into the next academic year no further payment is made.

If a student has applied for the wrong academic year, do we D code them or submit a withdrawal with notes? So, for example they were going to start in Sept 2021 but are now starting Sept 2022 instead.

You can use either a D code via your attendance worklist or a N code via your registration worklist. Both of these codes work in the same way by creating an automated CoC and cancelling down the students application.

Information relating to the never attended codes can be found here:

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<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/attendance-confirmation/attendance-code-definitions/>

You mentioned maternity sickness as being a health reason. Would maternity leave be classed as health reasons as this has been a bit unclear in the past.

Students taking a break due to pregnancy or to give birth are not eligible for the 60 days of maintenance loan support available for health reasons.

You should choose Academic from the Reason of Suspension dropdown. Once you've done this, complete the CoC as normal.

If the student is taking a break due to pregnancy-related illness, they are eligible for the 60 days of maintenance loan support. You should select Health from the Reason of Suspension dropdown.

The guidance for submitting health related suspensions can be found here:

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/change-of-circumstances/suspension-coc/>

The resumption CoCs cannot be submitted with the future date which can potentially delay student's funding as it may take a while for the resumption CoC to be actioned when the student returns. Can this be changed at all?

When a resumption CoC is submitted and worked by our systems this effectively means that the student is now in study and payments can resume. As with other confirmations, to release funding we need HEPs to have evidence to back up the confirmation. If the resumption CoC is future dated the HEP can have no evidence that the student will definitely return on the date specified and could lead to a situation where the student does not return but maintenance payment is made to the student.

At SLC we are trying hard to reduce the amount of overpayment risk we are exposed to since we are using public funds. This is the reason we cannot future date resumption CoCs within our system and require HEPs to ensure they have evidence to support all types of confirmations before they are submitted within the SIS portal.

How long does it take for you to process CoC?

The processing time for a CoC varies due to the many complexities of CoC submission. For the majority of UG CoCs, if they are submitted in line with the guidance they will be processed automatically by our systems, this will take up to 24 hours.

If there is a reason our systems cannot process the CoC automatically, they will fall into the manual queues for our colleagues to process. During peak processing times, August to November, we aim to process 95% within 30 working day. Out with peak we aim to process 95% within 20 working days.



We receive conflicting information/guidance from HEP services. We've been told to do the CoC for all years and for the final year, however the change usually happens over the summer months when the funding is seen as 'closed' after the 4th year. Please confirm the process?

A CoC should be submitted for the affected years. If a student studied a three year Maths course but changed halfway through year three to a Maths and Statistics course, a CoC should be submitted in year three transferring the student to the correct course. No changes are necessary for the previous academic years.

Guidance and information on submitting transfer CoCs can be found on our HEP services website;

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/change-of-circumstances/internal-transfer-coc/>

When we use the View CoC function on SIS and filter for CoCs that are 'Submitted', we find that a number of these have been worked and the status hasn't been updated so we can't use this function as we'd like. Will there be some enhancements forthcoming on this functionality in SIS?

We are always looking to review the SIS portal and improve the services it offers the HEPs. This year we have made many changes to the CoC functionality and status updates, this will be further enhanced in the future to provide more accurate information on the status of CoCs.

Can we have a delete function returned so we can delete a CoC if submitted in error and noticed straight away and then the correct one can just be sent?

This is a common request but the way our systems work this functionality would require a major rework and is not scheduled to begin anytime soon. We are aware of the potential benefits that it may bring, and have already captured this enhancement request on our catalogue of continuous improvement ideas.

We previously had to submit the fee that needed to be allocated to the new course in any transfers midway through an academic year. Do we now submit full fees for the academic year and highlight 'split fee' on these transfers going forward?

When submitting the split fee reason code with transfer CoC please include the full tuition fee amount, the system or processing teams will look to calculate the amounts paid to each course based on the effective date and attendances confirmed. Further information on this can be found [here](#).

The concern with leaving confirmations until after the 'cooling off' period expires is that our 'other statistics' suffer in terms of attendance confirmations etc. How might a HEP best balance these two conflicting drivers in your view?

It seems to be the case that the majority of students will continue to study beyond the 'cooling off' period and that the ones who leave 'during the cooling off period' would need processing on an exceptional basis through a WD CoC.

A cooling off period is a period of study that a student can attend where they are not liable for the funding of that course.

When an attendance confirmation is confirmed for a student, this signifies to SLC that the student has become liable for the courses funding and SLC will release tuition fee payments to the HEP in line with the students request. Since a student is not liable for funding in the cooling off period HEPs should not confirm attendance for any students still within their cooling off period for a course.

If you find that the cooling off periods does impact on your ability to meet the service standard cut off points, please discuss this with your Account Manager and this can be taken into account when reviewing your performance.

If a student that suspended has now withdrawn the effective date is when the status changed. Does this apply to someone who suspended back in 2018/19 and we have now found out is not returning?

Undergraduate student accounts do not roll over, and so if the student is not returning for the new academic year the application can be left at suspended and then fall into the abandonment process. However, you can also submit a withdrawal CoC for the student in the 2018/19 academic year to correct the students account to the correct status and date of change.

How do we generate a work list for post graduate students?

The guidance for using the course search function to generate your registration worklist can be found here:

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/registration-confirmation/registration-worklist/registration-worklist-course-search/>

To generate a worklist for post graduate students simply go to the registration worklist and select postgraduate from the level of funding drop down within course search. The guidance will be updated to include this information.

How does the process of raising a health suspension CoC differ for PG students?

If an undergraduate student is suspending due to health reasons, select Health from the Reason of Suspension dropdown. Once you have selected this complete the rest of the CoC as normal.

This will mean the students will receive maintenance loan support for 60 calendar days from the Last Day of Attendance. When they return from their period of suspension you should submit a Resumption CoC. For undergraduate students the health code automatically generates the 60 days extra maintenance support.

When a postgraduate student needs to suspend due to ill health, you should submit the CoC after 60 days as the postgraduate assessing platform differs to the undergraduate.

The effective date should be the date of submission. This will ensure the student receives support for another 60 days from the effective date of the suspension.

Full guidance for both undergraduate and postgraduate health suspensions can be found here:

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/change-of-circumstances/suspension-coc/>

<https://www.heinfo.slc.co.uk/resources/guidance/student-information-service-user-guide/change-of-circumstances/postgraduate-change-of-circumstances/postgraduate-health-suspension/>

CMS for New Staff

I don't have access to the CMS on the HE Gateway, can the access be granted once I have completed this seminar?

There are two possible reasons as to why this could be. The first is that, although you may have access to the HE Portal, you may not have the access rights for CMS.

If this is the case, you will need to speak to the User Administrator at your HEP and they will be able to look at your access rights and update these for you.

The second possibility is that you are restricted access Provider, which currently means the way in which you upload your courses to SLC is via a Data Capture Form. This process is being phased out and therefore once you have gone through some Mandatory Training with SLC, you will then be able to access CMS and add the courses yourselves, directly onto the system.

If you have any queries regarding any of the above, please contact HEP_Services@slc.co.uk

Just to check about attendance in fresher's week - our students have timetabled sessions during this week with their faculty - so not teaching as such and not coursework but they have to be here to learn about their faculty/academic studies - is it Ok to include Fresher's in the course length?

You should not include these in Term Dates unless your students are attending lectures, doing course work, or taking exams.

If during this week sessions are mandatory and they must be present on Campus and will be learning about their Faculty and Academic Studies, then yes, its is permissible to include this Freshers Week within your Term Dates.

You can find more information on creating and editing courses at the HEP Services website; <https://www.heinfo.slc.co.uk/resources/guidance/courses-management-service-user-guide/>

If we register students early because the course has been made live and they've made their application, can they be removed easily before the start of the course if they decide to drop out?

The System that you would use to confirm a student's registration is the Student Information Service (SIS). It's important to note that although the application cycle is live from earlier in the year (usually around February/March time), the ability for you to confirm your student's registration with SLC, does not open until 30 days prior to the course start date.

It is at this point you can start to check your student's application details are correct and begin to positively confirm that your students are enrolled and registered with you. This will then allow SLC to schedule and pay their loan and grant funding.

If you positively register a student and the student then decides to leave / drop out, you will then have the necessary conversations with the student and decide which action to take, for example a Withdrawal CoC or a Suspension CoC, if the student chooses to suspend, rather than leave the course altogether.

There is a range of Guidance on the HEP Services website on CoCs, along with the Registration and Attendance Confirmation Process.

CMS is not available for me to select when I log into the HE Gateway, I have SIS but not CMS. Is there an email address or number I can contact to try and rectify this?

There are two possible reasons as to why this could be. The first is that, although you may have access to the HE Portal, you may not have the access rights for CMS.

If this is the case, you will need to speak to the User Administrator at your HEP and they will be able to look at your access rights and update these for you.

The second possibility is that you are restricted access Provider, which currently means the way in which you upload your courses to SLC is via a Data Capture Form. This process is being phased out and therefore once you have gone through some Mandatory Training with SLC, you will then be able to access CMS and add the courses yourselves, directly onto the system.

If you have any queries regarding any of the above, please contact HEP_Services@slc.co.uk

Regarding the 25% intensity on Undergraduate part-time courses; if a learner is doing HND courses over 4 years, will the learner get maintenance funding?

There is a minimum intensity requirement which must be met for students to be deemed eligible for part-time maintenance loan funding. In England and Wales this is greater than or equal to 25% of time intensity. If the student is studying at 25% or more then they can be eligible if all other requirements of eligibility are met.

For example: If a student is studying a 3 Year Full-Time bachelors degree at 50% intensity Part-Time would be a 6 year Part-Time Course. The maximum period that someone can study part-time and receive funding is 16 years – This would be equivalent to studying a 4 year full time course at 25% intensity part-time.

Also bear in mind that the eligibility rules and assessment calculations are different in between England and Wales. In Wales part-time students who are studying distance learning courses are also eligible to apply for part-time maintenance funding however in England you can only receive maintenance funding whilst studying distance learning courses due to disability.

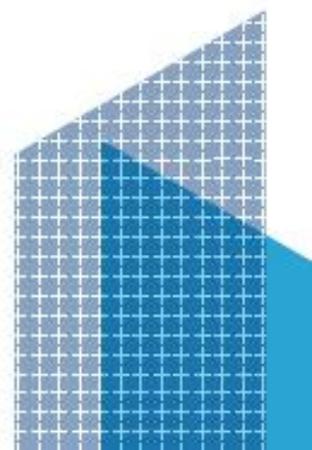
For more information on part-time maintenance loans please see our practitioners website's where you will find guidance material on part-time loan eligibility.

For England

<https://www.practitioners.slc.co.uk/products/part-time-undergraduate-education/part-time-maintenance-loan/>

For Wales

<https://www.studentfinancewales.co.uk/undergraduate-finance/part-time/>



NHS Learning Support

Has the regional incentive allowance been removed from the LSF?

The regional incentive is currently under review with the Department of Health and Social Care. When further information is available this will be published on the NHSBSA website.

If a student is not in attendance at the specified date but later returns to the course during that same academic year (e.g. Semester 2 only) - would they be eligible to receive a pro-rata amount for the remainder of the year, or would they miss out completely until the next academic year?

Also, does this then have an impact on travel and dual accommodation reimbursement?

If the student was returning after a period of interruption to complete the academic year then a resumption change request would need to be sent through the HEI portal. The NHSLSF payments would then be pro rata for the remainder of the academic year. They would then be able to claim TDAE for any periods they are in attendance.

If a student who starts a course in September has to take a break, do they need to wait until the next September to re-join the course or can they join the next cohort, which may be in January or March?

Students can re-join a different cohort in agreement with the university. However you should consider that the student loan instalments will not change, and payment will be aligned to the September payment dates – meaning student finance money and attendance will not align.

With regards to NHS LSF they will be able to join the new cohort at the equivalent point they interrupted the course and payments will be pro rata for the remainder of the academic year. This must be submitted through the HEI portal as a change request.

Do you know if there are any plans to allow Paramedic Science students studying a second degree to access SFE funding and so be eligible for the NHS LSF?

We receive updated policy on an annual basis from DHSC and DfE. Currently, paramedic students are eligible for the NHS LSF but only if they are studying as a first degree. As it stands, previous study rules do apply to paramedic courses, meaning that they are not eligible for student finance – and therefore neither NHS LSF – for a second degree.

In future will there be functionality where we are able to import data from the LSF portal?

We are looking at this for a future release in the university portal.

These courses are exempt from previous study rules so that should not occur?

Paramedic courses are not currently exempt from previous study rules.

I think the issue is for paramedics who have started a previous course but did not finish it so will have previous study that restricts their fee loan - so would they still get LSF? I think they should be eligible for funding in principle but just not eligible to receive it due to the previous study restriction.

Eligibility is worked out on an annual basis by Student Finance. Students must be eligible for both tuition fee and maintenance loan support in each academic year in order to be eligible for the NHS LSF.

Do you plan to keep open the email access of sending the ESF forms? This has been so much better than handling and posting physical forms and even when offices are open more, we will not all be on campus full time anymore.

There are no plans to change this process currently.

SFE have advised that we shouldn't change cohorts/intake periods though?

That is correct. If a student is permitted to change seasonal intakes, then their payment dates will not align to their attendance. This could lead to students having prolonged periods of no support in place whilst they are on course. As such, SLC and DfE both discourage this practice.

Would be useful to have the guidance on the Integrated foundation year and eligibility emailed to institutions if a decision is made.

Guidance on Integral Foundation Degrees can be found on Page 82 of the [Eligibility Criteria Guidance Chapter](#)

If we think of other questions, how can we get in touch?

You can send us a question through the queries button in the university portal, or emailing nhsbsa.heienquiries@nhs.net.

Part-Time Courses

Please could the SLC include specific information applicable to SCITT courses in your guidance.

You can find guidance with regards to setting up ITT courses here

<https://www.heinfo.slc.co.uk/resources/guidance/courses-management-service-user-guide/creating-courses/creating-an-initial-teacher-training-itt-course/>

Whilst we appreciate this isn't specific to SCITT providers, we hope this helps to set up your courses on the Courses Management Service.

If you have any specific questions or content you may wish to see, please contact your account manager. You can find their details here <https://www.heinfo.slc.co.uk/contact/regional-support/>

Are the CoCs for part-time courses over 18 months only for the maintenance loan or does this include the tuition fee loan?

If you submit a CoC to reduce the second year to three or six months for example, this will not affect the tuition fee unless SLC are indicated to amend the amount.

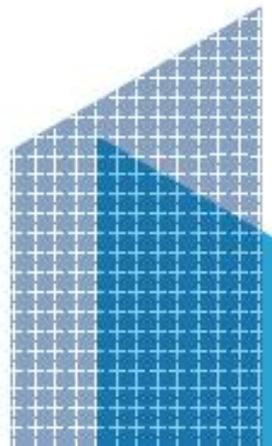
Guidance on Part Time fixed term courses can be found here:

<https://www.heinfo.slc.co.uk/resources/guidance/courses-management-service-user-guide/creating-courses/creating-a-part-time-undergraduate-course/term-dates/course-duration/>

Seasonal Starts

Would a multi academic year where a student started an unrelated degree in term one and term two, then changed to a nursing degree on a new cohort, count as two years of funding for that year?

Yes, If a student withdraws from one course, this is counted as one year of study in their entitlement calculation. This includes where the student starts a different course in a different season in the same academic year.





For more information:

events@slc.co.uk

www.events-slc.co.uk