



# Preparing Providers for Academic Year 2020/21 **Questions & Answers**



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## Introduction

The **Preparing Providers for Academic Year 2020/21** webinar programme was designed to provide Higher Education Providers (HEPs) with key information and best practice guidance for administrators who use the HE Portal.

Over the 5 Webinar sessions we set out to help enable you to submit timely and accurate data. We also focused on the joint HEP/SLC Service Agreement and outlined your obligations to fulfilling and meeting Service Standards. We concluded by covering any changes you needed to prepare for ahead of academic year 20/21, as a result of student finance adjustments due to the COVID pandemic.

The 5 individual webinar questions & answers are featured within their own section of this document, each section covers all the questions featured as part of the live Q&A, along with those we did not have time to answer during the live broadcast.

### Webinar Titles

The Tailoring Student Information & Registration Webinar

The Attendance Management Webinar

The Change of Circumstances Webinar

The Withdrawals & Overpayments Webinar

The COVID Related Changes Webinar



## The Change of Circumstances Webinar

**Q. Can I upload multiple CoCs in one go?**

A. You can upload CoCs using a file with the .csv extension. The records of the file should be separated for each data item. A file submitted through the CoC Import screen must contain a minimum of one and a maximum of 1,000 CoCs. There is no limit to the number of files that you can submit.

**Q. Do we need to request a notification of entitlement letter for students who are transferring to us from another provider before doing the manual registration and transfer in CoC?**

A. This is at the discretion of each university or college. If you want to know before confirming registration that the student is entitled to the funding, then yes you can. We will not intervene with this process.

**Q. If I have submitted a CoC, how do I take this off my worklist?**

A. Once you have submitted the CoC, please go to the CoC worklist and you will see a trash can icon. Please click this icon to remove this from your worklist.

**Q. If my CoC fails automation, do I need to send another one?**

A. No, if the CoC has failed automation, this means that the CoC has not been automatically assessed and has been referred to an assessor to pick up. Please do not submit another CoC.

**Q. What should I do if I confirm liability too early, and the student ends up leaving early?**

A. You should submit a withdrawal CoC as soon as possible, so that we can recalculate the student's entitlement and stop any further payments that are due.

**Q. How quickly do I have to send a CoC after I have used a Negative Code?**

A. You should send the CoC as soon as possible so that we can carry out the correct assessment on the student's account and they are awarded the correct entitlement.

**Q. When will the updated CoC User Guide be published?**

A. All guidance is being reviewed and we hope to have all our guidance updated soon.

**Q. If a student was supposed to be going abroad in 2020/21, but is now doing the first semester online and will be abroad for the second semester, how are you notified of the change of location (home, abroad) and the change of term dates?**

A. It is the student's responsibility to ensure they inform the SLC of their location as this will impact on funding. If term dates are changing, please see our term dates guidance on the HEP services website [here](#).

Q. If a student completes a full year and then decides to withdraw from study, do we still need to submit the CoC if the student is intending to transfer to another institution in the next academic year?

A. No, as the student has completed the full academic year, there is no need to submit a withdrawal CoC.

Q. If a student suspends study due to ill health how do we communicate this to you so that they can receive 60 days additional funding?

A. You must submit a suspension CoC from the date that you have agreed with the student that they are going to suspend. Select Health from the dropdown menu and this will allocate the student the 60 days additional funding. For more information on suspensions please see the [guidance](#)

Q. If students have suspended in one academic year through to the middle of the next academic year, how should we tell you they are resuming?

Presumably it is a fee CoC as the suspension would have been applied in the previous year?

A. The student in this instance will be required to submit a returners application. By doing this it will act as a resumption as SLC can clearly see the student intends to return.

Q. How should a resumption be processed in a new academic year?

A. The returning student application will act as a resumption in this instance, so you do not need to submit a resumption CoC.

Q. If a student changes from full-time mode of attendance to part-time mode of attendance, how do we record this?

A. Initially it is the student's responsibility. We need them to fill out a part-time application form to change the mode of study.

Q. Please explain the two fee boxes in a CoC?

A. The first fee box is the Correct Course Tuition Fee Amount where you must enter the full amount applicable for the academic year you selected.

The second box is the Correct Course Tuition Fee Liability where you must enter the amount the student is liable for.

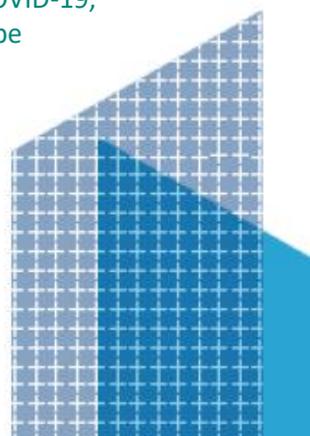
For this CoC to be automatically processed, the fee liability and the fee amount boxes should match. Please see our fee change guidance [here](#)

Q. For Undergraduate Full-time Withdrawal, is an overpayment due immediately, or can they repay through salary?

A. The student will have to repay this immediately. By contacting our repayments team they will likely set up a payment plan for the student.

Q. An MA student suspended studies in March 2020 due to financial implications of COVID-19, with the intention to restart the course with a new intake for January 2021. Will they be eligible to reapply for the full MA Loan for the January 2021 intake?

A. Students who are unable to complete their previous master's course in AY 2019/20 because of COVID-19 will be able to apply for CPR if they are starting a new course 'from scratch' in the future (in AY 2020/21 or later). However, they cannot get additional support for repeats or extensions on their current course, as is usual for postgraduate master's funding. Please see our [COVID-19 FAQ](#) for further Guidance.



Q. Do we complete a Repetition CoC if the student is resitting part of the year, but not all as they have already achieved some credits?

A. Yes, you need to complete a repetition CoC indicating the dates that the student will be repeating.

Q. If you have queries regarding the technical spec for the csv file, who is the best contact to speak to?

A. We would suggest you contact your technical teams. The Technical specification is not a guidance document but has been written to give information to create scripts and file exports.

Q. Are we able to use Customer Reference Numbers (CRN) instead of Student Support Numbers (SSN) for Transfer in CoCs?

A. No, we use SSNs because they are the best way to identify the student and application that you are looking for. CRN is not application specific.

Q. If a student suspends study and returns within the same academic year but in a course with a different seasonal intake, what CoCs should we process?

A. You should submit a resumption CoC in the first instance as the student is resuming within the same AY. With regards to returning to the course with a different seasonal intake, there is no CoC that will allow you to do this. The student would remain on the original course on SLC's systems which in turn would mean that payments would not be aligned.

Q. We are operating blended learning for the first term, how will you be assisting with consent to share as the student is unlikely to be present in most cases when we need to call you with queries?

A. A student can give consent to share which means they are happy to share their account details with someone else. To do this they should phone the contact centre and give a password that can be used only by a named individual. This should be an advisor or a sponsor or anyone in Student Support at their university or college. Then these individuals do not need to be with the student to call us and to help with any question or situation on their account.

Q. How frequently can doctoral students request to change course?

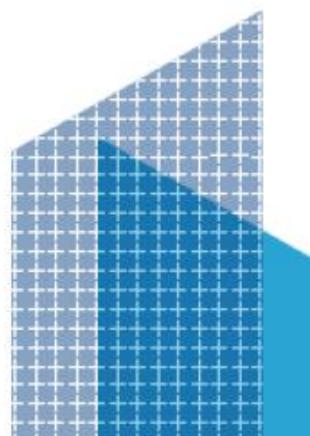
We offer variable part-time options (0.5, 0.6, 0.7, 0.8, 0.9 & 1 FTE). Can students change programme multiple times in a year, for example, after a period of sickness and a phased return to study?

A. We will be launching a new Postgraduate Doctoral (PGD) CoC soon which will allow the end date to be moved in.

If the date is moving out, you should transfer the student onto another doctoral course. There is no PT/FT distinction in PGD, only the specification that the course needs to be between 3-8 years.

Q. If a student decides at the end of their 3rd year to continue to a 4th year and previously applied for a 3-year course, when should a CoC be submitted to transfer them to the 4th year course?

A. You should always aim to submit a CoC as soon as possible and this scenario is no different. For transfer CoC guidance please see [here](#).



Q. Can you use a Withdrawal CoC for a student who applied for undergraduate full-time - when they are part-time?

A. The student would need to submit the correct application form to SLC. If they have submitted a full-time application but are in fact studying part-time, they will need to submit this to us. However if the student has withdrawn, you can submit a withdrawal CoC for both full-time and part-time courses.

Q. How long before the term starts can EU students amend their paper applications and how do they submit changes?

A. The term pre and post liability also applies to EU students. An EU student can change anything on their application up until the point they become liable for the loan (start of term). They can make changes on their online account. Alternatively, they can do this by submitting a paper EUCO1 form which they can download from the [GOV.UK website](#).

After the point of liability, the student can only make personal changes such as changing contact details, whereas any academic changes such as changing course details must now come from the HEP in the form of a CoC.

Q. What do we do if a student has been withdrawn in error?

A. You must submit a Resumption CoC indicating that the student was withdrawn in error and to reinstate funding. If you have submitted the incorrect dates on a suspension CoC, please submit a new CoC with the correct dates and indicate the error in the notes section. The fees are pro-rated based on the number of days the student is in attendance for.

Q. What do we do if dates of suspension are incorrect?

A. You must submit a Resumption CoC indicating that the student was suspended in error and to reinstate funding. If you have submitted the incorrect dates on a suspension CoC, please submit a new CoC with the correct dates and indicate the error in the notes section. The fees are pro-rated based on the number of days the student is in attendance for.

Q. What code do you submit for a student who never attended?

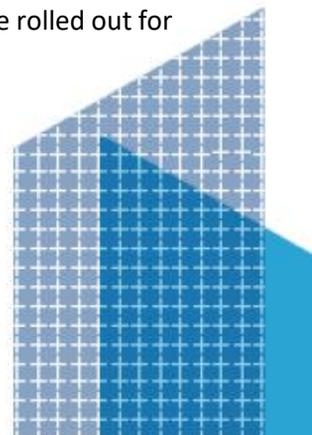
A. The code you would use is the D code. This can only be submitted in the first liability period to advise a student has never attended your university or college. A D code submission will remove the student's support entitlement. Please visit the [guidance](#) for more information:

Q. Why doesn't the PG Current Course Year change to 2 or 3? It stays at year 1 even though they are year 2.

A. There is not a good reason for this other than our systems are designed for multi-application UG courses. So, there are some display issues in PG, this is one of them. I would suggest deleting this question

Q. Is the 'apply once concept' only being rolled out for PG students or will this also be done for UG?

A. The apply once concept is only for PG students and there are no plans for this to be rolled out for undergraduate funding.



Q. There used to be a delete button on the CoC, can this be re-instated for when CoCs are created in error?

A. Unfortunately this cannot be re-instated. HEPs must ensure their submission are accurate before confirming them.

Q. Can a student apply for a gift year due to COVID-19-related circumstances if they have already taken a gift year previously for another reason?

A. There is no limit to how many times a student can apply for Compelling Personal Reasons (CPR). The only restriction is that it they can only apply for CPR once per academic year.

Q. How do I find out who my account manager is please?

A. You can find this information on the [Contact Us](#) page within this document, or via the [HEP services website](#)

Q. If the duration of the course is 12 months (September to August), and the delivery ends in July, but the student needs to complete the teaching portfolio and the student's Child Care Grant is stopped for August. Should we create a CoC for this purpose?

A. In this instance you should submit a fee CoC indicating that funding must be extended to this date. Include the reason for this, for example 'extended term due to COVID, please can funding be extended'.

Q. Is an HEP able to change a cohort year via a CoC?

A. No, students are transitionally protected depending on the academic year they started their course. A cohort will only change if the students start as new.

Q. Can a Postgraduate student apply for CPR?

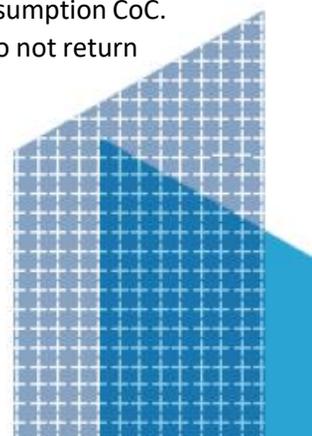
A. If a student fails to complete their previous course, they may be eligible to receive a second PG Master's Loan if they were unable to complete it due to Compelling Personal Reasons (CPR). We need confirmation that the student did not complete their previous course, this would be a withdrawal notice from the HEP, along with evidence of their CPR and a new paper PGM application form.

Q. In which year do we submit the repetition CoC if the student is repeating for COVID-19 reasons, do we use 2019/20 since the academic year has now ended?

A. You should submit the CoC for the 2020/21 academic year indicating that the student is repeating the same course year as 2019/20.

Q. If you submit a Suspension CoC and the student does not return to their studies within that academic year, do we need to do anything? Even if they do not return for the following year and do not apply for further funding and withdraw from the course entirely?

A. If the student suspends and returns within the same academic year, we need a Resumption CoC. If they return in the following academic year, we need the student to apply. If they do not return and they inform you that they are withdrawing, then we need a Withdrawal CoC.



Q. What CoC should be submitted for a negative attendance code like X, if it's clear the student transferred to another institution or they never arrived?

A. You do not need to add an attendance code since the new HEP will be submitting a manual registration and Transfer CoC to pull the student across to their system.

Q. Do I have to wait 60 days to submit a PG Suspension CoC for health reasons?

A. Yes, we would ask you to keep a record of dates to ensure the student gets funding for those 60 days. It works very differently to undergraduate where we would ask you to submit the Suspension CoC and we would be able to work out the 60 days, unfortunately we cannot do that for PG.

Q. When submitting a Repetition CoC, should this be against the year that they did not complete, or against the year when they are repeating?

A. Although you will submit the CoC against the new academic year, it should be clear which year the student is repeating. For example, if the student is applying for the upcoming AY 2020/21, but repeated their 3rd year in 2019/20, the repeat should clearly show that they are repeating the 3rd year, even if it is against the 2020/21 AY.

Q. How do we resume a student who has withdrawn and appealed to return?

A. This will depend on where we are in the academic cycle. If it is within the same academic year and the withdrawal was in error, you can do so with a resumption and leave a clear note about the withdrawal. If however the student wants to return the following AY, it would just be a case of the student submitting an application.

Q. If liability is disputed because the student has requested a loan amount that is less than the full tuition fee (code F or N), surely the student needs to contact SLC directly to request a higher loan amount?

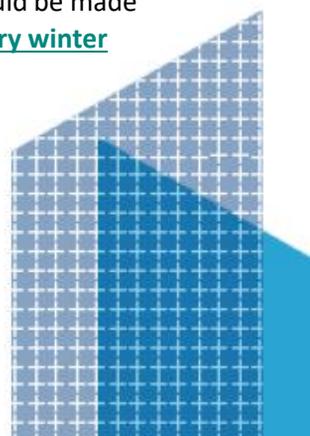
A. When you submit one of these codes and follow it up with a fee CoC, one of two things can happen. If the student selected that they wish to receive the maximum amount of tuition, then this would be automatically adjusted and appear on your system to confirm. If however, the student has requested a lower amount, we will automatically send a tuition fee loan request form to the student and take it from there.

Q. Why can't we send future dates CoCs for postgraduate courses?

A. This is down to the way the system has been built to manage CoC's and won't allow us to receive CoC's with future dates.

Q. What is best practice for a student starting a term later than suggested on the student's application?

A. If the course hasn't started, the student can simply change the intake themselves online. If they have commenced, the student must remain on the same intake for the duration of the course. This could mean that payments are not aligned with the actual course structure. This should be made clear to the student from the outset. If this is new for 20/21, please see our [temporary winter guidance](#).



Q. On the topic of the ability of students to submit pre-liability CoCs themselves, my colleague told me that sometimes as early as 1 September this facility is often not available - the button is shaded out as we get nearer to the start of term. Is this true?

A. This should not be the case. If it is still pre liability, the student will be able to log on to their account and make changes.

Q. Please can you tell us how we should be reporting our COVID-19 Repetition CoCs - is there any special wording we should include, or is there going to be a specific COVID-19 dropdown option?

A. Although there will not be a special dropdown option, we would advise you to please leave a note explaining the reason.

Q. Does SLC have definitions guidance for all the different terms used on SIS? i.e. the official definition of withdrawal, suspense etc?

A. You can find this information in our service standards [here](#): or you can also find this information within each [quick guide](#).

Q. Can an HEP see if a student has exhausted their entitlement?

A. An HEP cannot view if a student has exhausted their entitlement. Students may appear in your student to pay column indicating that they cannot receive tuition fee. This could be an indication that they have no further entitlement.

Q. Sometimes we have students who say they cannot make some changes online before the term start, is there any reason for this?

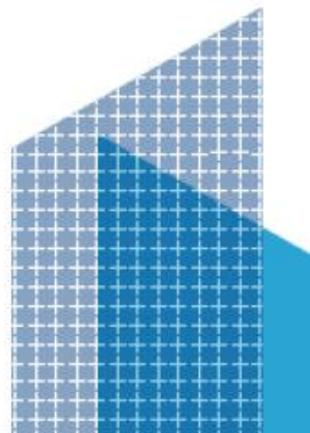
A. Students are able to make changes online up until the point of liability (term start). If for whatever reason they are unable to do this, we would advise they contact the student helpline.

Q. If we submit a suspension CoC for health reasons, can the student continue to get paid if they are in financial difficulty?

A. Yes, the student will be awarded 60 days extra funding in the first instance. After this, if the student is in financial hardship, they will need to request a financial hardship form from the contact centre helpline and will be requested to send evidence.

Q. Do PG students receive a notification each year, or only once at the beginning of their liability?

A. Apply Once will identify applications with multiple academic years and schedule the following years payments, sending a Loan Entitlement Letter to the student. Payments for years 2 and above will schedule and the Loan Entitlement Letters will be issued 6 weeks before the start of the students AY.





## The COVID-19 Related Changes Webinar

Q. As PG payments are going straight to the students, do I confirm their term 2 attendance in term 1?

A. The arrangements for Fee reprofiling do not apply to postgraduate students as they receive a contribution to costs paid directly to them so fees are not involved.

Q. If a student is claiming CPR due to COVID-19, what is going to be accepted as CPR?

A. Students might need to submit an application for extra funding under Compelling Personal Reasons for many different circumstances linked to COVID-19. It may not only be health reasons. They may not be able to engage if their course stopped because it is of a practical nature for example, Performance, or if they went to support the NHS.

It could be another reason linked to COVID-19. In these situations, you should submit a Repetition COC and explain the circumstances affected by COVID-19 in the text box. Then when the student writes to us to apply for funding due to CPR we can confirm their situation using the information given in the Repetition COC and this will be sufficient evidence. The student does not need to provide evidence where it is backed up by a Repetition COC with a note from their provider.

Q. Are we able to extend individual student circumstances?

A. Yes, individual student's period of study can be extended. You will need to submit a repetition COC with a note giving the dates of the extra study period and explain this is due to COVID-19.

Q. Should we send suspension CoCs for students who were suspended in 2019/20 and some of 2020/21 due to COVID-19? (they are not ill from COVID-19, but are not able to study due to practicalities)

A. You can find guidance about suspensions due to COVID-19 during AY19/20 in the [COVID-19 FAQ](#) on the HEP Services website.

The advice regarding suspensions for 2020/21 remains the same in that we would not expect to see Suspension CoCs.

Q. Will payments for postgraduate or doctoral students change, in the same way that the tuition fee payments are changing?

A. Postgraduate funding is paid directly to the student as a contribution to study, it's not the same as the loans for fee payments made for undergraduates. There is no change to the fee situation for Postgraduate students, the fee reprofiling is only for undergraduate fees.

Q. What happens if you have returned all term 1 in a file, then all term 2 in a file, but a new student comes onto the list for both terms?

A. If you have returned attendance for Term 1 and then term 2 and a new student comes onto the list then just continue to confirm attendance for that student as soon as you can for the relevant liability periods.

Q. I have trainees whose applications have still not been dealt with at SLC and therefore not showing on my portal, if these are not ready by the first day of term, when is the latest I can submit their registration and attendance?

A. We are still getting late applications and working through them as quickly as we can. As soon as they appear on your worklist please confirm Registration. If you are confident they are engaging on the course, then confirm attendance as soon as you can to meet the first payment date.

Q. If the employment of a Migrant Worker Student is ceased recently due to COVID-19 and they are out of the job now, will that student be eligible for funding for AY 2020/21?

A. If a Migrant Worker has been made redundant then they should register as unemployed and provide us with the evidence of this and they will retain their Migrant Worker Status.

Q. Please can you clarify that postgraduate students who had to suspend studies due to COVID-19 are not eligible to apply for repeat funding in AY 2020/21, if joining the same course from scratch with a new cohort of students?

A. Postgraduate students needing to repeat are not eligible for CPR, unless they withdraw and start a course from scratch. This student has suspended so would not be eligible for repeat funding.

Q. Currently the attendance worklist is automatically matched to active students on our system and uploaded back to SIS. Will there be separate worklists available to download for liability 1 and liability 2?

A. When you upload a file, the attendance will be attributed to the 'earliest' available attendance for that student. This means that if a student has term 1 and 2 attendances open and you upload an attendance file it will confirm for term 1. You will need to submit a second file to confirm term 2. You cannot confirm term 1 and 2 in the same file.

Q. If we are using file import for attendance confirmations, can we just import the exact same file twice? Or, will SIS reject it on the second import because it has the same file name and first line?

A. You cannot use the same file for liability 1 and liability 2 you will need to submit 2 separate files.

Q. Do HEI's need to advise SFE if they are going to take advantage of the early second tuition fee payment offer? Or, do they just confirm the second term attendance shortly after they have confirmed the first term?

A. No, you do not need to tell us if you are taking advantage of the early second tuition fee payment option.

Q. What happens when we have received a double payment in term 1 but the student withdraws before term 2 starts?

A. In this scenario there will have been an overpayment of fees. You need to tell us as soon as possible that the student has withdrawn. Then when you are due your next positive fee payment we will clawback the extra 25% fee for this student's fee payment.

Q. If a student is currently in a lockdown area with their parents but wants to come to campus once the restrictions are lifted how will they be assessed?

A. There are different Maintenance Loan rates depending on whether the student is located on campus or living at home, as well as London rates. Therefore, students need to inform us of any change in their address for their loan to be reassessed.



Q. If a student is only returning in 2020/21 to complete a few weeks, will it not result in an over payment if they receive a full term's maintenance payment, if the Repetition CoC is not processed by the time they have finished?

A. If the student only comes back to study for a few weeks and you have confirmed Registration and the full first term payment has been released then unfortunately yes, the student will go into overpayment. In this situation the repetition COC will trigger a reassessment and we will recalculate the loan based on the number of days of repeat study indicated. This will result in us notifying the student of an overpayment.

We request that you undertake any repetition CoCs as quickly as possible. We have put extra resources in place in anticipation of increased COCs so they will be processed as quickly as possible.

Q. Has there been any update on whether we can change a September start course to a January start course?

A. We have issued guidance explaining how you can change a course from an Autumn start to a Winter start. This arrangement is in place for AY 2020/21 only to deal with the COVID-19 issues experienced in delivering courses. The guidance asks you

- to complete a form outlining the changed dates,
- create a new course with a condensed year, and
- submit transfer COCs to move the students affected onto the new Winter start course.

In AY 2021/22 the students would apply back onto the Autumn start course. A link to the guidance is available in the [COVID-19 FAQ](#) on the News page of the HEP Services website.

Q. We still might have some students who will study abroad at some point this year. If this is just for a term what should we charge?

A. If the duration of the student's study at the home university is 10 weeks or more in the academic year, the fees will not be capped at the abroad year rate of £1385 and the university can request a fee up to £9250.

Q. If we have EU students who will be studying from their home country online when term starts, can we use the Bursary Administration Service to pay them bursaries still?

A. We can pay EU students their HEP Bursary through the BAS system if they have a UK bank account. Unfortunately, we cannot pay money into an overseas bank account so in this situation you would need to make an alternative arrangement to pay the Bursary and cancel it off the BAS system.

Q. Can a student have more than one year of CPR?

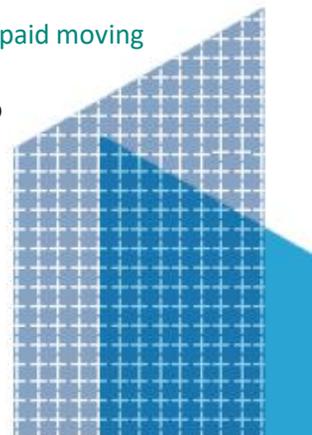
A. Depending on the individual circumstances the student can have more than one year of CPR funding. Every application for CPR is assessed on the detail and evidence for the set of circumstances that have caused the student difficulty. Depending on the situation the student has experienced, they may be eligible for more than one year of extra funding due to CPR.

Q. Is the tuition fee double payment just for 2020/21, or will this be how fees will be paid moving forward?

A. The fee reprofiling option is only available for AY 2020/21 due to the pandemic. So we can support universities and colleges with the option of early cash flow.

Q. When we submit attendance manually can we tick 1 and 2 at the same time?

A. Yes, you can confirm both attendances at the same time, on the same day.



Q. We do a mix of attendance confirmation returns (ACR) and manual as we end up with a lot of C and F codes. Can we do ACR for liability 1, followed by liability 2 and then do all our C and F CoCs?

A. No, if you are confirming negative codes at liability 1 then you need to follow these up with the appropriate COC and wait for it to be processed before you can submit your attendance at liability 2 for those students.

Q. Is there any update on how students set up consent to share so that they don't have to be present when we call the practitioner helpline?

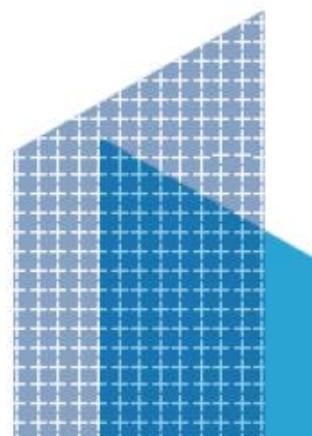
A. A student can give Consent to share which means they are happy to share their account details with someone else. To do this they should phone the contact centre and give a password that can be used only by a named individual. This should be an advisor or a sponsor or anyone in Student Support at their university or college. Then these individuals do not need to be with the student to call us to help with any question or situation on their account.

Q. What happens if a course is longer than 30 weeks and 3 days. What information do we have to submit?

A. The course dates on CMS (Courses Management Service) will indicate how long a course is and the [guidance](#) on the HEP Services website gives a full explanation if you need to change course dates.

Q. Is it correct we cannot raise a repetition CoC until the student has funding approved?

A. That is correct, the student needs to have an approved application in SIS (Student Information Service) before you can raise a repetition CoC.





## The Attendance Management Webinar

**Q. Why can we not get paid 50% based on the first ACR file, instead of submitting 2 files in close succession?**

A. Submitting both ACR1 and ACR2 during the first term is optional for AY 2020/21. Therefore, we need you to submit the files individually. Also, our systems are designed to take 2 files rather than one. You will then receive 2 payments in accordance with the files you have submitted.

**Q. Sometimes we are unable to submit a D code for attendance if a student has been transferred to another provider. Is there a reason the student does not get transferred to the other provider completely and still remains on our SLC Portal?**

A. The student will transfer to the new provider once the transfer in CoC has been correctly processed and assessed. However, the student will still appear on your records as they originally applied to your organisation. In due course the status will change to registration not required.

**Q. Why do some students reappear on my worklist?**

A. Students may reappear because a CoC has been submitted. Once the CoC has been worked the student will reappear on the worklist and you will need to reconfirm the student.

**Q. Why do we have to wait 24 hours to confirm attendance?**

A. If a student reappears on the worklist due to the submission of a CoC, it is important that you do not submit attendance confirmations for a period of 24 hours. The reason for this is that if the HEP submits an attendance confirmation too soon it can cause a delay going through our fee scheduling system and potentially put a block on the funding. In this case we would need to ask our Operations team to set up a reassessment and the student would reappear on the worklist.

**Q. What is a cooling off period?**

A. Students have a cooling off period where they can cancel their contract for educational services with a higher education provider. The duration the cooling off period varies across the sector, and this is an arrangement that is separate from student finance. A typical cooling off period is 14 days, however, as mentioned before the period of time can vary at different providers. Our guidance is to confirm attendance for students only when they have become liable for fees, after their cooling off period has come to an end.

**Q. Do we need to let you know if we want to take payment of term 2 tuition fees in term 1?**

A. You do not need to let us know. Just submit the ACR file for the payment to be processed.

Q. If a student has submitted an application to student finance, but they are not eligible, which code is best to use? We issue Dance and Drama Awards and they cannot apply for both.

A. If the student has submitted an application and is not eligible, then you can submit a D code to indicate that you are not taking the application any further.

Q. If we confirm term 1 and term 2 attendance together in term 1, will the payments show as one lump sum on the remittance file or as separate amounts?

A. As you will submit 2 separate files, you will also receive 2 payment and remittance files.

Q. We are not going to submit the second attendance file until January. Will you process any CoCs we submit between September and January?

A. Yes, we will process these. It is your choice when to submit the second attendance file and you can wait until January if you wish. However, if you have submitted both files in term 1 then it is even more important that you submit any CoCs as quickly as possible, so we know about any changes.

Q. We are waiting for CoCs to be processed before submitting an attendance confirmation. How long should these take to be processed?

A. The normal SLA to process a CoC is 20 working days. During peak periods the SLA can be up to 30 working days. You can check the progress of a CoC for a student on SIS.

Q. If a student is only in attendance for one day, how much fee are they liable for?

A. If the student is in attendance for one day then they are liable for the tuition fee for the whole term. However, you can choose to waive the fee if you wish. If you decide to do this, you should submit a fee CoC indicating the amount of fee that you want to charge the student.

Q. With the new tuition fee payment options for AY 2020/21, do we have to have both term 1 and term 2 payments paid in term 1?

A. No, this is optional. You can choose if you want to receive both payments, or only one during term 1. If you decide not to take the payment for term 2 in term 1, you should wait until the beginning of term 2 to submit the term 2 ACR file.

Q. If we trigger payment of a term 2 loan in term 1, when will you start charging interest for it?

A. The student will not be affected at all. The interest we apply will only accrue from term 2, as is normal practice.

Q. What should I do if I have submitted an attendance code in error?

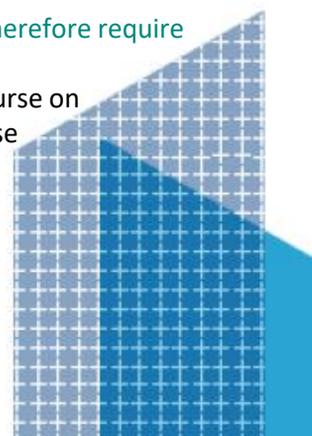
A. It depends on what attendance code you have submitted and what the error is.

If you have submitted a code and the course details are incorrect, then you should submit a CoC to correct this.

If you have submitted an attendance code and the student has not turned up, you need to submit a withdrawal CoC.

Q. Could a course mismatch be part-time to full-time or just subject mismatch and therefore require a C attendance code?

A. If the application is a part-time application, rather than for studying a full-time course on a part-time basis, then then you cannot amend the application by CoC. This is because the part-time application process is different. Therefore, the student would need to cancel the incorrect application and submit a new application for the correct level of funding.



Q. Will we get full remittance files for the early term 2 payment?

A. Yes, as you will receive 2 payments, you will also receive 2 remittance files.

Q. If we submit a negative attendance code for term 1, will this remove the student from the attendance worklist for term 1 and term 2?

A. If you have submitted a negative code for term 1, then you will need to submit a CoC as normal. Once this has been reassessed, it will reappear on the worklist for you to submit attendance for term 1. It will then reappear on the list for term 2 as normal.

Q. Does the early term 2 fee payment apply to EU students as well?

A. Yes. Any students who are entitled to a tuition fee loan will appear on the worklist. Once you have confirmed the student's attendance, you will receive the tuition fee payment.

Q. What happens if we confirm term 2 attendance early and the student does not turn up in term 2?

A. You would need to submit a negative attendance confirmation followed up by a CoC to correct the error. We would already have paid the tuition fee, so would claw it back in the next payment run.

Q. If we confirm term 1 but not term 2, will we get 50% or just 25% of the AY 2020/21 fees released?

A. If you only confirm term 1 attendance, then you will only receive 25% of the fees. Once you confirm term 2 attendance in term 2, you will receive the second 25% payment.

Q. I looked at the View Student Information list and noticed that a student has made an application for the incorrect subject. Nothing has been approved yet. Can they change this themselves on their online account at this stage?

A. The View Student Information screen will show all the information for the student before they appear on your worklist. If you notice an error before the start of term, the student can update this information on their online account. However, once the term has started, they will no longer be able to make changes and will need to contact us to update their information.

Q. Do you set a specific length for cooling off periods?

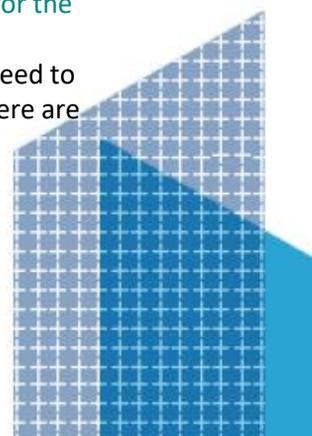
A. The cooling off period is linked to the terms and conditions set by your university or college. A typical cooling off period is around 14 days, however, some providers have a longer period. The cooling off period allows time for the student to change their mind and is dealt with by the university or college.

Q. Will the student be charged more interest if they withdraw in term 1 but we have received their term 2 tuition fee early?

A. No, the student will not be charged any additional interest. The interest charges will remain as is so the new reprofiling exercise will not disadvantage the student.

Q. Do we have to wait 24 hours between submitting attendance for liability 1 and 2 for the same student, or can we submit these together?

A. You do not need to wait 24 hours before submitting both files. However, you do need to submit 2 files, one for term 1 and one for term 2. You might want to wait to see if there are any validation errors from the first submission before you submit the second file.





## The Withdrawals & Overpayments Webinar

Q. Will you charge out of study interest from the date of withdrawal or the date we submit the CoC?

A. We will only charge the student interest up to the date of withdrawal.

Q. If a student withdraws for any reason and then appeals to return, can we submit a resumption like usual (if that is the route we take for them to immediately return) with the fee reprofiling?

A. Yes, and we would reinstate the application.

Q. Whom should the student contact if they want to defer their overpayment?

A. They would need to request a financial hardship form by calling SFE.

Q. If we want to pay off a student's overpayment, whom do we contact to arrange this?

A. You would need to call our repayments and collections department on 0300 100 0611.

Q. What happens if a student phones you and tells you that they are withdrawing?

A. Our adviser will discuss the details with the student and ask them to speak with their university or college so that the provider can send a timely withdrawal CoC.

Q. Will a withdrawal always cause an overpayment?

A. In most cases, yes. However, not always, as it depends on what has been paid, when the withdrawal happens and when the withdrawal CoC is sent.

Q. What happens if the student withdraws at the end of term? Do we need to send a CoC?

A. If a student withdraws at the end of term 1 or 2, then yes. If they have completed the full academic year, then we will not need a CoC.

Q. Do we need to have written confirmation from the student that they want to withdraw?

A. No, we do not have a process that you need to follow for this. You can decide on your own internal withdrawal process.

Q. A student was with us for previous years, but has not returned for this academic year. Can we use the D code for this academic year?

A. Yes, you can, and the application will be cancelled down.

Q. What effect will the reprofiling of fees have on a student who withdraws in term 2?

A. The process will not change. If they withdraw in term 2, they will still be liable for term 1 and 2 fees and the university or college will keep both payments.

Q. A student interrupts their studies on 23 November 2020. They then decide to withdraw from the programme on 10 January 2021. Should the dates be different on the CoC, as this is what we normally do, or do the dates have to be the same?

A. The date for the withdrawal should be the January date as this is when the student's status changed. The dates should match.

Q. Is it correct that if a student's last date of attendance is the first day of any term, then we cannot claim Tuition Fee Loan for that term, but if it is the second day of the term, then we can?

If the student is in attendance for the first day of term 1, then you can claim fees. You must ensure that the date of the withdrawal CoC is the second day of the term for the system to process this correctly.

Q. Does the re-profiling only apply to AY 2020/21 or from this year onwards?

A. It only applies to AY 2020/21.

Q. A student withdraws in the first liability period but we have received the 50% fee (due to termly fee reprofiling). Can you confirm that the student will not ever be expected to recover the funds from the university or college themselves?

A. Yes. When we receive the withdrawal CoC, we will reassess the application and claw back the necessary funds directly from the provider.

Q. Where on the HEP Services website can we find the guidance?

A: You will find our latest [COVID-19 FAQ](#) covering scenarios and fee reprofiling under the HEP news section on our HEP Services website. There is lots of further information about our products and processes under the [guidance section](#).

Q. If we accidentally submit a D code, how can we rectify this as the application is then cancelled? Does the student have to reapply?

A. You should submit a resumption CoC as soon as possible.

Q. We are opting to confirm term 1 and term 2 attendances in term 1. Do we need to make the students aware of this?

A. No, the students' interest and liability do not change so you do not need to contact them.

Q. What COVID-related issues do you anticipate may present around this topic? What extra guidance or resources have you put in place to help students and advisers?

A. There are various scenarios that have come up due to COVID-19. We have produced detailed guidance that you can find in the [COVID-19 FAQ](#) on our HEP Services website.

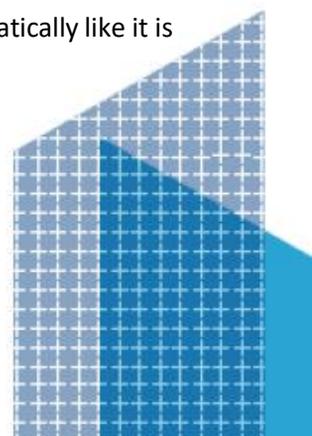
Q. A postgraduate student has suspended studies due to ill health. Their last day of attendance was 1 March. What date should we enter on the CoC?

Would we need to wait 60 days and enter an effective date of 1 May so that the student still gets the 60 days extra funding?

A. Yes, that's correct. The 60 days for postgraduate students is not calculated automatically like it is for undergraduate students.

Q. What happens if a student withdraws just before the course begins?

A. They can cancel their application or you can submit a 'never attended' code.



Q. If we received 50% of the fees in term 1, is the student paying more interest?

A. No, this does not affect the interest.

Q. A student has a live application with you for AY 2020/21. They want to defer their studies to the following academic year. Can they make a change to their account (as they are in the pre-liability period) or, do we need to submit a suspension CoC?

A. The student can cancel their application if they decide in the pre-liability period that they will not be attending.

Q. If we use the health suspension, does the student need to provide medical evidence?

A. No, we do not need evidence. It is enough that you are satisfied based on your own internal processes.

Q. If we submit a suspension CoC for health reasons, can the student continue to get paid if they are in financial difficulty?

A. Yes, these cases are reviewed individually and are based on exceptional circumstances.

Q. A student is in financial difficulty and due to have an overpayment deducted from their next entitlement. Is there any way to defer this?

A. Yes, they would need to contact SFE to request a financial hardship form.

Q. If a student withdraws but is due a bursary payment, how do we stop this from going out?

A. You would need to cancel this on the Bursary Administration Service.

Q. We have a student who has entered repayment, but they are still studying. How can we tell you about this?

A. Contact the [Partners Support Desk](#) as soon as you can.

Q. What do we do if we have submitted a withdrawal in error?

A. You should submit a resumption CoC with a note to say the withdrawal was submitted in error.

Q. If a postgraduate student withdraws early in the term, is it correct that they get to keep the payment for the full term?

A. Yes, postgraduate students will keep the money in that payment period.

Q. Why do some postgraduate students go into repayment whilst they are still studying?

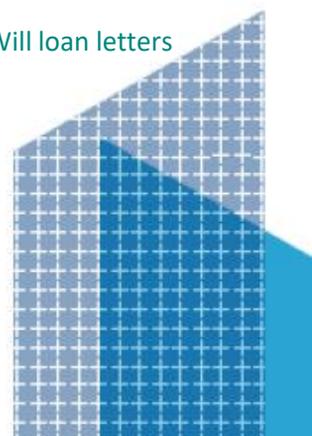
A. Postgraduate student repayments are different from undergraduate repayments and are not based on the graduation date.

Q. We use a D code for a student who does not come to our university. However, we are unaware that they are going to another university. Will this cause a problem for the student's application?

A. No, the new provider would send us a transfer in CoC.

Q. Will the new payment option for terms 1 and 2 apply to postgraduate students? Will loan letters outline this to students?

A. No, it applies to tuition fee payments only.



Q. I have a student placed in overpayment but we have not sent a CoC. Should this have happened?

A. Overpayments can occur when reassessments take place. These are not always carried out following a CoC from the provider, so yes, this may happen.

Q. A student is suspending, but not withdrawing and leaving the course completely. Can they tell you about this or is it still the provider that needs to let you know?

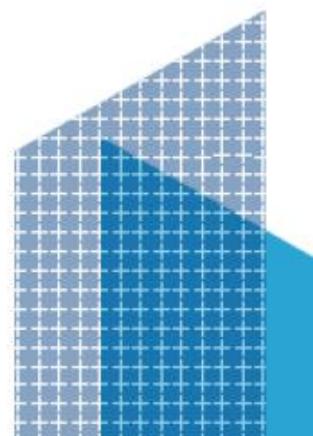
A. The provider will need to submit a suspension CoC.

Q. When do we need to submit a resumption CoC following an interruption from a postgraduate student?

A. As soon as they resume.

Q. If we confirm attendance for both term 1 and term 2, will students get both maintenance payments in term 1?

A. No, the termly reprofiling affects tuition fee payments only.





## The Tailoring Student Information & Registration Webinar

Q. Do EU students who only apply for a Tuition Fee Loan need a National Insurance number?

A. Yes, all students need a valid National Insurance number so that we can make payments to them.

Q. Why do the students need a valid National Insurance number?

A. If a student is taking any form of funding, either for tuition or maintenance, then we need a valid National Insurance number to make payments to them.

Q. I have confirmed registration by mistake. What should I do?

A. You will need to submit a withdrawal CoC and add a note to confirm that you submitted registration by mistake.

Q. Why do some students not appear on the registration worklist?

A. Students will only appear on your worklist if they are eligible for some form of maintenance and have requested maintenance support. You would not see students who are only eligible for a Tuition Fee Loan, such as your EU or postgraduate Northern Ireland students. They would both appear on your attendance worklist but not on the registration worklist. You would also not see students if they have placements and payments were made early in the academic cycle.

Q. What happens if our User Administrator has left and we need to update some details?

A. If the User Administrator at your university or college has left, you should contact our [Partners Support Desk](#). Ideally, the contact person will be on the Maintain Contact Details list already, but you can discuss the access level needed with the team and they can update this for you.

Q. Should I only confirm registration if all the information is correct, such as course, intake and fees?

A. Provided the intake is correct (for example, September – autumn start), you can change the course and fee information or any other details. However, you need to ensure the student is on the correct course and all the details are correct before you confirm registration.

Q. Will the presentation materials be available so I can refer back to it?

A. Yes, all webinar presentations are available on the [HEP Services website](#).

Q. How do I clear down the historical data?

A. When you go into the worklists for registration and attendance, you will see what actions you need to take to clear these down. If you have any questions, please contact our [Partners Support Desk](#) for help.

Q. Sometimes the system refuses my registration confirmations for part-time students. I get an error message saying 'no credits' when there are credits. Is this when I should be overtyping on the worklist?

A. For part-time students, we ask that you check the credit values listed for a student when you submit their registration status. If the credit value is incorrect or there are no credits entered on the screen, you should amend this before you submit the registration confirmation.

Q. We can submit registration confirmations 30 days before the start of term. Is that 30 working days?

A. Yes, the worklist will appear 30 working days before the beginning of term. However, we will not make the payments until the first day of the academic term.

Q. How long does it usually take to process manual registrations for students transferring in?

A. It will take 6–8 weeks to process the applications. This is the normal service level at the start of the academic year, before the student will appear on your worklist. We will still pay the student based on the manual registration, but you will need to wait for the student to appear on the registration worklist before you can submit the registration confirmation.

Q. We normally register students on the first day of term, when they are physically on site. This year they may not actually be here on the first day of term, as we may be going online. Should I still register them as attending, as long as they have registered online with us?

A. We do not have any specific procedures for you to follow. Registration means that you are content a student is enrolled on the course. Therefore, you need to be satisfied that this is the case before you submit a registration confirmation. It is up to you to determine what counts as appropriate engagement before you confirm registration.

Q. If we trigger payment of a term 2 loan in term 1, when will interest be calculated from for the term 2 loan?

A. There is no change to how interest is calculated or added to the student's loan account. Interest accrual will operate in line with the usual 25% / 25% / 50% termly fee loan instalments, with interest added in respect of term 2 attendance at the beginning of February.

Q. If a postgraduate student withdraws early in the term, is it correct that they get to keep the full payment for the term?

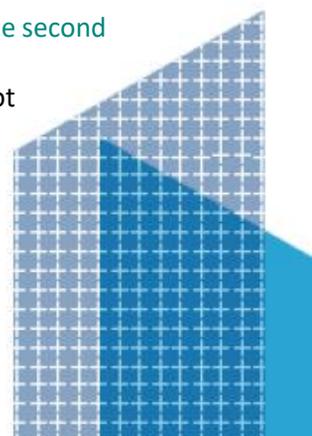
A. Yes, if a postgraduate student withdraws early in the term, they will still receive the whole term's funding and the payment will show as an overpayment.

Q. How do we confirm a postgraduate student has transferred to us if we cannot submit a manual registration?

A. If you cannot submit a manual registration, you will need to submit a postgraduate provider transfer CoC. Once this has been processed, it will move onto SIS and you will be able to confirm registration.

Q. If we do not confirm attendance for a student at Liability 2, will you still release the second instalment of the maintenance loan to the student?

A. Yes, the student will still receive the maintenance loan payment, even if you do not submit the second attendance confirmation. If the student has withdrawn from the course, you need to submit a withdrawal CoC as soon as possible.



Q. If I complete a transfer in CoC, what is the turnaround time for the file to transfer from the previous provider to the new provider?

A. The SLA is 30 working days, but we recommend that you keep checking your worklist as the student may appear on it sooner.

Q. We have submitted a Y for registration but this was a mistake. How do we quickly rectify this?

A. If you confirm a Y by mistake, you should submit a withdrawal CoC as soon as possible. Please remember to date it before the course start date.

Q. Sometimes a student shows as not needing registration, then all of a sudden they do require registration. What change would result in that scenario?

A. There may be several reasons for this. However, the main reason is probably because the student has not requested maintenance, but this has changed and they then appear on the worklist.

Q. Can we only submit registration confirmations once a student has been enrolled?

A. You can only complete a registration confirmation once the student is actively engaged in the course.

Q. How can we tell if a CoC we've submitted has been assessed but rejected and will therefore not be actioned?

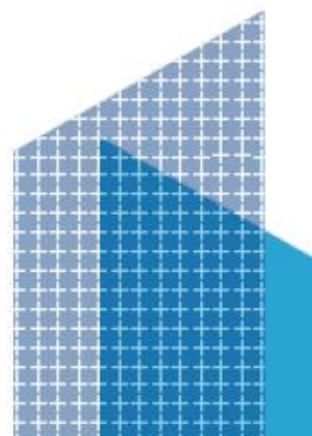
A. You can see the status of your CoCs by checking the CoC worklist on the HE Gateway.

Q. At what point can students no longer change their own course information?

A. Students can make changes via their online account until they start their course, that is during pre-liability. From the start of the academic year most of the information will be locked, except personal information. The University or college will need to submit any updates to course details.

Q. I have a trainee who is currently listed on my portal as a part-time trainee. They have now decided to train full-time. Should I complete anything for this trainee on the system for registration, or should I wait for you to receive the new application which will delete the part-time one?

A. The student will need to submit a new application to move to full-time. Once this has been approved, you will be able to confirm registration on SIS.





## Contact Us

For further information on any of the topics included within the webinars, please contact:

### Partners Support Desk

The Partners Support Desk is the first point of contact for HEPs in respect of individual student enquiries, operational procedures and systems help.

Email: [HEP\\_Services@slc.co.uk](mailto:HEP_Services@slc.co.uk) or, Telephone: 0300 100 0642

### HEP Account Managers

The HEP Account Manager is the HEP's trusted advisor and the principle point of contact for service management, future developments and best practice.

Email: [HEP\\_Services@slc.co.uk](mailto:HEP_Services@slc.co.uk) or, please find your account manager contact details below.

#### Eleanor Currie

**mob:** 0776 861 5073

**email:** [eleanor\\_currie@slc.co.uk](mailto:eleanor_currie@slc.co.uk)

#### Covering

- Scotland
- East Anglia

#### Tom Farthing

**mob:** 0781 560 2818

**email:** [thomas\\_farthing@slc.co.uk](mailto:thomas_farthing@slc.co.uk)

#### Covering

- Wales
- North London
- East London

#### Beverley McDonald

**mob:** 0774 002 3414

**email:** [beverley\\_mcdonald@slc.co.uk](mailto:beverley_mcdonald@slc.co.uk)

#### Covering

- The North West
- East Midlands
- Central

#### Sam Stokell

**mob:** 0782 568 1697

**email:** [sam\\_stokell@slc.co.uk](mailto:sam_stokell@slc.co.uk)

#### Covering

- Yorkshire and Humberside
- The North East
- The South West

#### Celine Doyle

**mob:** 0777 070 0131

**email:** [celine\\_doyle@slc.co.uk](mailto:celine_doyle@slc.co.uk)

#### Covering

- Northern Ireland
- West Midlands

#### Lucy Marwood

**mob:** 0797 993 8208

**email:** [lucy\\_marwood@slc.co.uk](mailto:lucy_marwood@slc.co.uk)

#### Covering

- Colleges in England

#### Michelle Rowe

**mob:** 0781 858 8631

**email:** [michelle\\_rowe@slc.co.uk](mailto:michelle_rowe@slc.co.uk)

#### Covering

- The South East
- West London

#### Anne Thomson

**mob:** 0776 651 2466

**email:** [anne\\_thomson@slc.co.uk](mailto:anne_thomson@slc.co.uk)

#### Covering

- Central London
- South London



**For more information:**

[events@slc.co.uk](mailto:events@slc.co.uk)

[www.slc.co.uk](http://www.slc.co.uk)