

Quick Guide – Fee Change CoC - SFNI PG TFL

Purpose

This quick guide will show you how to create a Fee CoC (Change of Circumstance) for students in receipt of SFNI Postgraduate Tuition Fee Loan in the Student Information Service (SIS).

When and Why?

It is the responsibility of the HEP to submit accurate and timely Change of Circumstance notifications when a student's fee has changed.

A Fee CoC should only be used when a student's record appears in SIS and the fee amount is incorrect.

The Service Level Agreement (SLA) for Fee CoC processing is 20 working days or 30 working days in peak periods.

Access

To create CoCs you must hold the CoC Administrator user role within SIS. If you require this access to be added to your account you can contact the User Administrator within your HEP.

Create Fee Change

You can create a CoC from either the CoC Worklist, the Detailed Student Information screen, the Create CoC screen or via bulk XML file upload within the CoC Home area of SIS. For the purpose of this quick guide you will use the Create CoC screen.

- To access this area select **CoC Home** from the menu on the left on the SIS Home page.
- The CoC Home menu will appear and will show all of the CoC sub areas which apply to your user access
- Select **Create CoC**
- Select **Postgraduate NI** from the Level of Funding drop down menu

You must now select the type of CoC you want to create

- Select **Fee** from the Change of Circumstance Category drop down menu
- Select the **Academic Year** you want to apply this CoC to from the Academic Year drop down menu
- Click the **Next** button

You will now be prompted to enter the details of the student that you want to apply this CoC to. You can use the **SSN** (Student Support Number) to find the student's details by entering it into the box provided and clicking the **find icon** beside the box.

- You can add up to 20 students to this CoC by selecting the green plus icon. It is important to note you will be submitting this CoC for all students added to the list, therefore you should ensure the change details apply to them all. The course details on this CoC will also pre populate so all students must be attending the same course
- Click the **Next** button

The Change of Circumstance Details screen will display to enter the specific details of the change. For a Fee Change you must input:

- The **Correct Course Tuition Fee Amount** (enter the full amount applicable for the academic year selected)
- The **Correct Course Tuition Fee Liability** (the amount the student is liable for. To allow this CoC to be automatically processed the fee liability and the fee amount boxes should match)
- The **Correct Course Year** (this should remain unchanged from what appears on the student's record already)

If required, you can now include additional notes with this CoC by typing into the **Further Explanation If Required** box.

When you have input all the details for this CoC, select the **Next** button below the details to continue.

The Course Details screen will now be displayed. For a Fee CoC the course details for this student will pre-populate. Select the **Next** button.

You must now **select a contact for this CoC**. This will be a registered contact within your HEP who can be contacted regarding this CoC. When you have selected the contact using the radio button provided, click the **Next** button.

The CoC Summary screen will then display a read only version of all of the details you have entered to review before submission.

When you have reviewed the information select the **Submit** button.