



# **LLE Student Information Service**

## **System Training**

HEP Account Managers

# Change of Circumstance (CoC) Worklist

# CoC Worklist

- CoC used to report changes to a student's study plan
- SFE reassesses and updates student record
- Student receives revised entitlement notification
- Updates applied to payments and SIS records
- Submitted in real time via SIS
- Common CoC reasons:
  - Withdrawal or suspension
  - Resumption of study
  - Transfer (course/module/provider)
  - Repeat study
  - Change in study intensity
  - Change to Tuition Fee Loan
  - Changes to Credit values



# CoC Worklist



1

You should regularly review and update the Change of Circumstance Worklist.

2

If the student information held on SIS is not correct you must submit a Change of Circumstance notification (CoC) as soon as possible.

3

You should submit a CoC as soon as you become aware that a student needs a CoC. This ensures that you meet your obligations under The Lifelong Learning (Student Support) Regulations 2026.

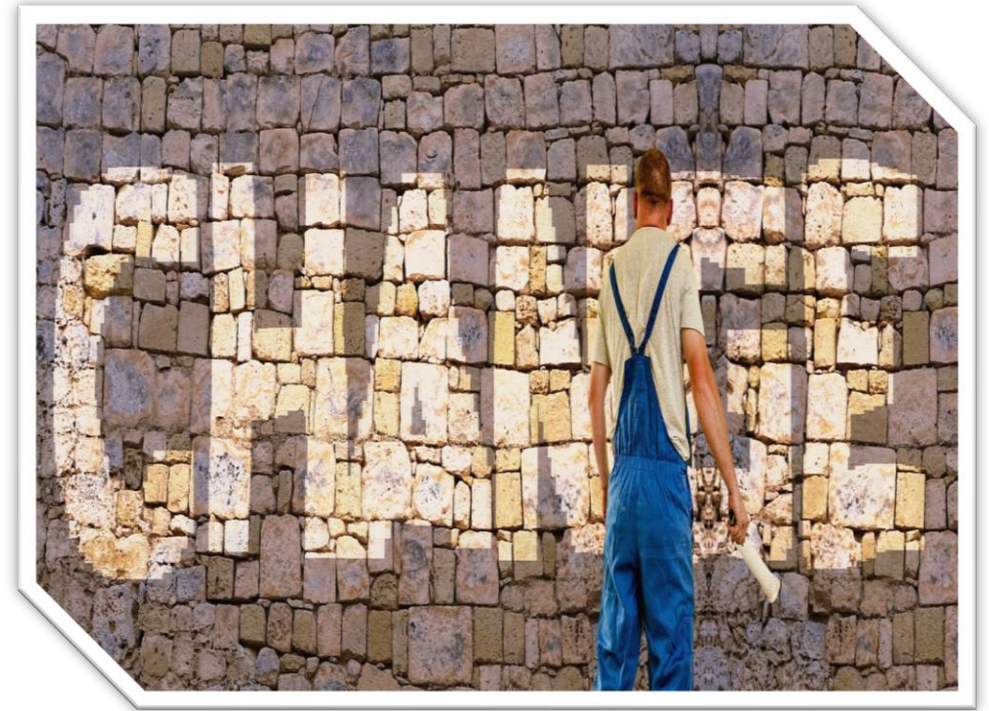


## CoC Worklist

- Check the CoC Worklist regularly
- Raise CoCs if student information is incorrect
- Submit CoCs as soon as identified
- Ensures accurate records and funding
- Supports compliance with LLE regulations

# CoC Worklist

- Submit CoCs via: Single submissions
- Bulk uploads
- Bulk upload through LLE File Imports – CoC
- Files must pass validation checks
- Follow technical specifications for successful upload Guidance available on HE Gateway



# CoC Worklist

After clicking on the CoC Worklist radio button, the following screen will be presented:

### Course

Course Name	<input type="text"/>	Study Mode	<input type="text" value="Select"/>
SLC Course Code	<input type="text"/>	Delivery Method	<input type="text" value="Select"/>
Campus	<input type="text" value="Select"/>	Qualification	<input type="text" value="Select"/>
Level of Funding	<input type="text" value="Undergraduate"/>	Course Fee Amount(£)	<input type="text"/>
Course Start Date (dd/mm/yyyy)	From <input type="text"/>	To	<input type="text"/>

### Application

CRN or SSN	<input type="text"/>	Date of Birth (dd/mm/yyyy)	<input type="text"/>
Surname	<input type="text"/>	Number of Records to Display per Page	<input type="text" value="50"/>
Forename(s)	<input type="text"/>		
Date the Application was added to the CoC Worklist (dd/mm/yyyy)	From <input type="text"/>	To	<input type="text"/>

# CoC Worklist

## Detailed CoC Results

Once you've entered your search criteria, select the **Display Results** button to search all student details in the system. The search will retrieve those that match your criteria.

The search results will appear in the bottom section of the page. They'll be ordered by surname.

CoC Search Results										
CRN	Full Name†	Course Name	SLC Course Code	Course Year	TFL Amount (£)	Course Year Credits	Attendance Code	Date Application added to Worklist	Create CoC	
+ 77072800169	-KEY FORENAME 0.7313864004008419 - KEY SURNAME 0.7037654601138446	LLE GEOGRAPHY	10000050000	1	1000.00	360	S	14/05/2025	Create	
	KEY FORENAME									

# CoC Worklist

## Expanded Application Detail Section

+	54879261586	AJKAMANA AJKAMANA AJKAMANA AJKAMANA	LLE GEOLOGY	100000000003	1000.00	1250.00	Registration Confirmed	Create
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Selecting +/- (Expand/ Collapse) will allow viewing of the full application details in an expandable window/ screen underneath the selected Applications row.

This is known at the Expanded Application Detail Section. When expanded the student record will be displayed.

# CoC Worklist

## Expanded Application Detail Section

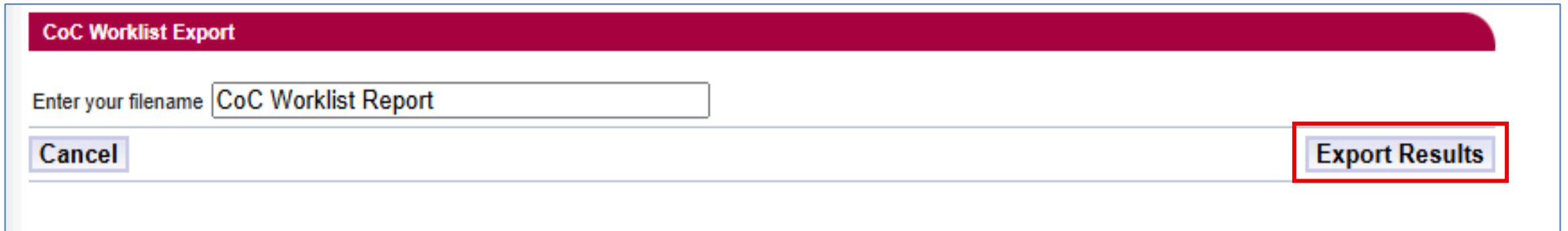
<b>Academic Year:</b>	2025	<b>SSN:</b>	SFDU25229860G
<b>Contact Address:</b>	21 GLENOLDEN STREET  MANCHESTER M11 4PT	<b>Date of Birth (dd/mm/yyyy):</b>	01/05/1991
<b>Campus:</b>	R NICOLA UNIVERSITY, MAIN CAMPUS	<b>Course/Module:</b>	Course
<b>Study Mode:</b>	PT	<b>Course Start Date(dd/mm/yyyy):</b>	01/09/2023
<b>Delivery Method:</b>	In Attendance	<b>Course End Date(dd/mm/yyyy):</b>	01/10/2023
<b>Qualification:</b>	Bachelor Degree	<b>Course Duration:</b>	4 Years 0 Months
<b>Level of Funding:</b>	Undergraduate	<b>Course Year:</b>	1
<b>Other Location:</b>		<b>Course Fee Amount (£):</b>	9250.00
<b>Tuition Fee Waiver Amount (£):</b>	1000.00	<b>Student to Pay Amount (£):</b>	1250.00
<b>Course Year Credits:</b>	360	<b>Tuition Fee Loan Amount (£):</b>	1000.00
<b>Taught Credits:</b>	320	<b>Taught Tuition Fee Loan Amount (£):</b>	8000.00
<b>Foundation Year Credits (£):</b>	30	<b>Foundation Year Tuition Fee Loan Amount (£):</b>	600.00
<b>Overseas Credits:</b>	30	<b>Overseas Tuition Fee Loan Amount (£):</b>	600.00
<b>Placement Credits:</b>	60	<b>Placement Tuition Fee Loan Amount (£):</b>	900.00
<b>Award Authority:</b>	England	<b>Domicile:</b>	England
<b>Cohort Year:</b>	2025	<b>Registration Status:</b>	Registration Confirmed
<b>Current Attendance Status:</b>		<b>Current Attendance Code:</b>	
<b>Application Status:</b>	Approved	<b>Last Updated Date:</b>	09/12/2025
<b>Bank Details Held:</b>	Y	<b>Valid NINO Held:</b>	N
<b>NHS Bursary Indicator:</b>	N	<b>Fee Waiver:</b>	Y
<b>Transferred Indicator:</b>		<b>Reassessed Indicator:</b>	
<b>Student Bursary Consent to Share:</b>	Y	<b>Sponsor Bursary Consent to Share:</b>	N
			<a href="#">History</a>

Clicking on the **history button** will display all of the transactions, Registration, Attendance and Change of Circumstances for the student you are viewing.

# CoC Worklist

## Export Results

SIS users can export the results of a search. You can do this directly from the filter without viewing the results first, or after viewing the results on screen.

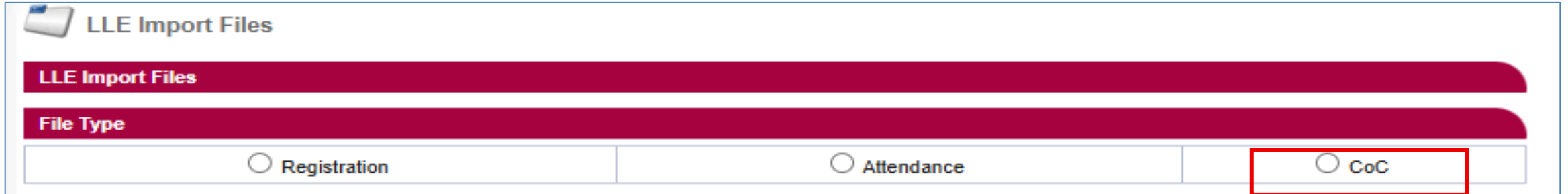


The screenshot shows a dialog box titled "CoC Worklist Export". It features a dark red header bar with the title. Below the header, there is a text input field labeled "Enter your filename" containing the text "CoC Worklist Report". At the bottom of the dialog, there are two buttons: "Cancel" on the left and "Export Results" on the right. The "Export Results" button is highlighted with a red rectangular border.

Select the filename for the export and the location where you want to save it.

# LLE Import Files - CoC

Go to the **LLE Import Files** menu and select **LLE Import Files**. This will open the file type selection



The screenshot shows a web interface for 'LLE Import Files'. At the top, there is a folder icon and the text 'LLE Import Files'. Below this, there are two dark red horizontal bars. The first bar contains the text 'LLE Import Files' and the second bar contains 'File Type'. Underneath these bars, there are three radio button options: 'Registration', 'Attendance', and 'CoC'. The 'CoC' option is highlighted with a red rectangular box.

There are 3 different import options available, to access one of the processes, select the radio button for:

- Registration
- Attendance
- CoC


If you are bulk uploading registration, attendance or change of circumstances, you must ensure the files meet the technical specifications for each process.

# LLE Import Files

## CoC

After you've exported the CoC worklist report from SIS, you can update it with your CoCs. The file can then be imported back into SIS.

1. Select the **CoC** radio button.
2. Select the Choose file button and browse for the file you want to upload and select it.

 LLE Import Files

**LLE Import Files**

**File Type**

Registration  Attendance  CoC

Please specify a file (.csv):  No file chosen

**PLEASE ENSURE THAT ALL CHANGE OF CIRCUMSTANCES SUBMITTED ARE ACCURATE AND ARE FOR CORRECT ACADEMIC YEAR AND APPLICATION.**


**Contact Details - Please select the contact for this Change of Circumstance**

Select	Title	First Name	Surname	Department	Telephone	Extension	Email
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# LLE Import Files

## CoC

Once you've selected the file, select a contact for the CoC from the list below, then select Import and Submit to import the file into SIS. The system will check the file. If it fails any of its validation rules, you'll get an error message.

 LLE Import Files

**LLE Import Files**

**File Type**

Registration
  Attendance
  CoC

Please specify a file (.csv):  No file chosen

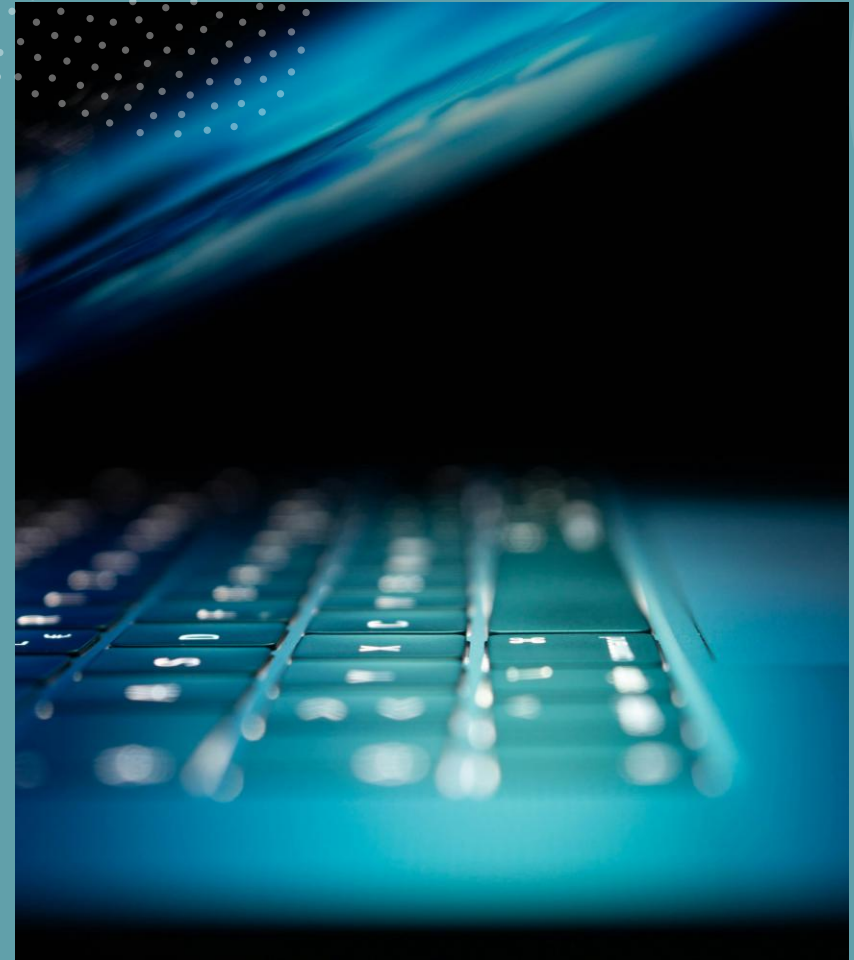
**PLEASE ENSURE THAT ALL CHANGE OF CIRCUMSTANCES SUBMITTED ARE ACCURATE AND ARE FOR CORRECT ACADEMIC YEAR AND APPLICATION.**

**Contact Details - Please select the contact for this Change of Circumstance**

Select	Title	First Name	Surname	Department	Telephone	Extension	Email
--------	-------	------------	---------	------------	-----------	-----------	-------

# Demo

We will now play a recording demonstrating the CoC worklist....



You are administering **UNLE UNIVERSITY OF LEEDS**



## Student Information Service Home

Welcome to the Student Information Service

Partners Support Desk: 0300 100 0642 or [HEP\\_Services@slc.co.uk](mailto:HEP_Services@slc.co.uk)

The Partners Support Desk acts as the primary point of contact for Higher Education Providers with the Student Loans Company therefore they can be contacted for support with all aspects of HEP Services, including reporting any problems you may be experiencing with the Portal. If you are having difficulties with the system, please raise this by calling the number above to ensure it can be reviewed as quickly as possible. In circumstances where the Partners Support Desk are unable to resolve the problem for you, it will be raised with our ICT colleagues for investigation and you will be provided with a reference number once it is available, to keep track of the issue.

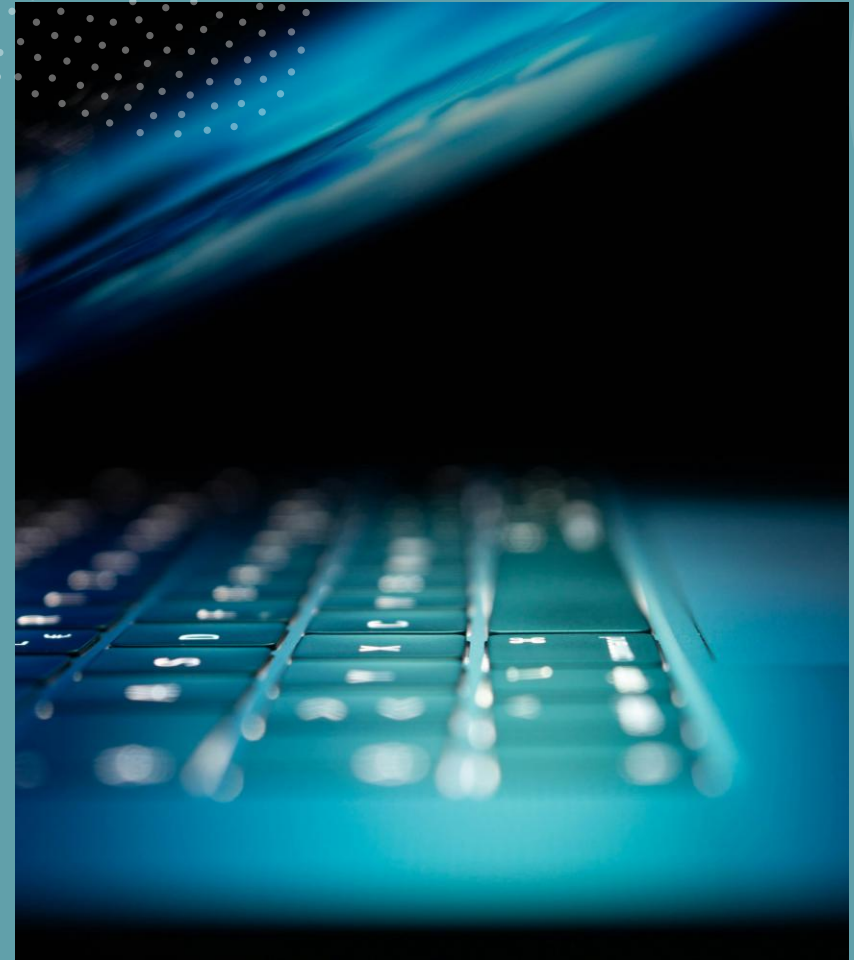
- SIS Home
- Student Information Home
- Registration Home
- Attendance Home
- Combined Home
- CoC Home
- Financial Reports
- LLE Applications**
- LLE File Imports
- LLE Provider Transfers
- LLE Manual Registrations
- LLE CoCs
- LLE Financial Reports
- HE Gateway Home

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# Demo

We will now play a recording demonstrating the LLE Registration, Attendance and CoC Import Files as seen within each section....



You are administering **UNLE UNIVERSITY OF LEEDS**

## Student Information Service Home

Welcome to the Student Information Service

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# LLE CoCs

# LLE CoCs

- There are many cases where the information on SIS does not match the student's current situation. This could be, but not limited to:
  - changing course
  - withdrawing from their course
  - changing provider
- If the information on SIS is not correct you must submit a Change of Circumstance notification (CoC) as soon as possible and in line with the agreed service standard. This will let us know what changes are needed.

A green rectangular sign with white text that reads "Time for change". The sign is hanging from a metal pole. In the background, there is a blurred image of a clock face and some architectural details.

**Time for change**

# LLE CoCs

On SIS, you can submit CoCs:

- manually through the **LLE Applications** area
- in bulk by file upload

You must have [CoC Administrator](#) access to SIS to create CoCs.

If you need this added to your account, contact the User Administrator at your organisation.

The next slides will take you through the types of CoCs and how to submit each one.



A CHANGE MAY BE JUST AROUND THE CORNER

# LLE CoCs

## Course or Module Credit and Credit Value

- When submitting a CoC you will be required to note the number of credits and their associated credit value.
- The cost per-credit model under LLE allows providers to charge students in a way which closer reflects the learning undertaken by the student.
- For example, in instances of withdrawal, SLC expect providers to be best placed to determine the number of chargeable credits that they believe the student is liable for, and this should reflect the taught credits.




**CHANGE**  
AHEAD

# LLE CoCs

## View CoC

Go to the **LLE CoCs** menu and select **View CoC**. This will open the Change of Circumstance Search Criteria. You can use the search options to view the required CoCs.

 View CoC

**Search Criteria**

Academic Year	<input type="text" value="25-26"/>	Date of Birth (dd/mm/yyyy)	<input type="text"/>
CRN or SSN	<input type="text"/>	Surname	<input type="text"/>
Forename(s)	<input type="text"/>	Withdrawal Reason	<input type="text" value="Select"/>
CoC Type	<input type="text" value="Select"/>		
CoC Status	<input type="text" value="Select"/>		
CoC Created Date (dd/mm/yyyy)	From <input type="text"/>	To <input type="text"/>	
CoC Last Updated Date (dd/mm/yyyy)	From <input type="text"/>	To <input type="text"/>	Number of Records to Display per Page <input type="text" value="50"/>

**Search Results**

No search has been performed yet

# LLE CoCs

## View CoC

**Search Criteria**

Academic Year	<input type="text" value="25-26"/>		
CRN or SSN	<input type="text"/>	Date of Birth (dd/mm/yyyy)	<input type="text"/>
Forename(s)	<input type="text"/>	Surname	<input type="text"/>
<b>CoC Type</b>	<input type="text" value="Select"/> <ul style="list-style-type: none"> <li style="background-color: #0056b3; color: white; padding: 2px;">Select</li> <li style="padding: 2px;">Withdrawal</li> <li style="padding: 2px;">Suspension</li> <li style="padding: 2px;">Resumption</li> <li style="padding: 2px;">Repetition</li> <li style="padding: 2px;">Transfer - Course (Internal)</li> <li style="padding: 2px;">Fee and Credit</li> <li style="padding: 2px;">Fee Waiver</li> <li style="padding: 2px;">Provider Transfer</li> </ul>		
CoC Status			
CoC Created Date (dd/mm/yyyy)	<input type="text"/>		
CoC Last Updated Date (dd/mm/yyyy)	<input type="text"/>		
		Withdrawal Reason	<input type="text" value="Select"/>
		<input type="text"/>	
		Number of Records to Display per Page	<input type="text" value="50"/>

[Clear Search & Results](#)
[Display Results](#)

**Search Results**

No search has been performed yet

You can choose:

- Withdrawal
- Suspension
- Resumption
- Repetition – to follow
- Transfer – Course (Internal)
- Fee and Credit
- Provider Transfer

# LLE CoCs

## CoC Status

A dropdown showing options for the CoC search.

The screenshot displays a search criteria form with the following fields:

- Academic Year: 25-26 (dropdown)
- CRN or SSN: (text input)
- Forename(s): (text input)
- CoC Type: Select (dropdown)
- CoC Status: Select (dropdown, highlighted with a red box and expanded to show options: Select, Saved, Submitted, Sent for Manual Processing)
- CoC Created Date (dd/mm/yyyy): (text input)
- CoC Last Updated Date (dd/mm/yyyy): (text input)
- Date of Birth (dd/mm/yyyy): (text input)
- Surname: (text input)
- Withdrawal Reason: Select (dropdown)
- Number of Records to Display per Page: 50 (dropdown)

Buttons: Clear Search & Results, Display Results

You can choose: Saved, Submitted and Sent for Manual Processing

# LLE CoCs

## Withdrawal Reason

A dropdown showing options for the CoC search.

Search Criteria

Academic Year	<input type="text" value="25-26"/>		
CRN or SSN	<input type="text"/>	Date of Birth (dd/mm/yyyy)	<input type="text"/>
Forename(s)	<input type="text"/>	Surname	<input type="text"/>
CoC Type	<input type="text" value="Select"/>	Withdrawal Reason	<input type="text" value="Never Attended - confirm"/> <ul style="list-style-type: none"> <li style="background-color: #0056b3; color: white; padding: 2px;">Select</li> <li>Never Attended - confirmed in error</li> <li style="border: 2px solid green; padding: 2px;">Enrolled - Never Attended</li> <li>Left during cooling off period</li> <li>Left during course</li> <li>Health</li> <li>Deceased</li> </ul>
CoC Status	<input type="text" value="Select"/>		
CoC Created Date (dd/mm/yyyy)	From <input type="text"/>	To <input type="text"/>	
CoC Last Updated Date (dd/mm/yyyy)	From <input type="text"/>	To <input type="text"/>	Number of Records to

Clear Search & Results

You can choose: Never Attended – confirmed in error, Enrolled – Never Attended, Left during cooling off period, Left during course, Health, Deceased

# LLE CoCs

## Search Results

The list below shows the fields you'll see for each student record. They'll be ordered by surname.

Search Results										
CRN	SSN	Full Name	Date of Birth	CoC Type	Effective Date	Status	Last Updated Date	Created By	Created Date and Time	View CoC Details
54879261586	SFDU25229860G	AJKAMANA AJKAMANA AJKAMANA AJKAMANA	01/05/1991	Transfer - Course (Internal)	18/12/2025	Submitted	18/12/2025	HECKENM1	18/12/2025 13:39:29	<a href="#">View</a>

# LLE CoCs

## View CoC Details

When clicked, navigate to the View CoC Details page for the relevant CoC.

### Change Details

#### New Course Details

Transfer Effective Date (dd/mm/yyyy)	<input type="text" value="03/12/2027"/>	Expected Date of Completion of New Course (mm/yyyy)	<input type="text" value="12/2029"/>
Which Year of the course will the student enter?	<input type="text" value="2"/>		
Taught Credits	<input type="text" value="60"/>		
Taught Tuition Fee Charged to Student (£)	<input type="text" value="3500"/>		
<input checked="" type="checkbox"/> This course contains periods of Specialist study			
Placement Credits	<input type="text" value="20"/>	Study Abroad Credits	<input type="text" value="0"/>
Placement Tuition Fee Charged to Student (£)	<input type="text" value="500"/>	Study Abroad Tuition Fee Charged to Student (£)	<input type="text" value="0"/>
Foundation Credits	<input type="text" value="0"/>		
Foundation Tuition Fee Charged to Student (£)	<input type="text" value="0"/>		

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#### Previous Course Details

Taught Credits	<input type="text" value="50"/>		
Taught Tuition Fee Charged to Student (£)	<input type="text" value="3000"/>		
<input checked="" type="checkbox"/> This course contains periods of Specialist study			
Placement Credits	<input type="text" value="20"/>	Study Abroad Credits	<input type="text" value="0"/>
Placement Tuition Fee Charged to Student (£)	<input type="text" value="500"/>	Study Abroad Tuition Fee Charged to Student (£)	<input type="text" value="0"/>
Foundation Credits	<input type="text" value="0"/>		
Foundation Tuition Fee Charged to Student (£)	<input type="text" value="0"/>		

I need to include additional information so this CoC can be accurately processed. I understand this will cause a delay as the CoC will need to be manually processed.

There may be notes in this field

# LLE CoCs

## CoC Status Definitions

Once you've submitted a CoC, you can view its status by selecting the **History** button on the students record, once searched from the **LLE Applications** page.

1. Go to the **SIS Home** page and select **LLE Applications**. This will take you to the **Application search** section.
2. To search for a student, input any search filters required and select **Display results**.
3. To see a student's information, select + in the search results. This will expand the students record.

Application Search Results									
	CRN	Full Name†	Course Name	SLC Course Code	TFL Amount (£)	STP Amount (£)	Attendance Status	Registration Status	Create CoC
+	54879261586	AJKAMANA AJKAMANA AJKAMANA AJKAMANA	LLE GEOLOGY	10000000003	1000.00	1250.00		Registration Confirmed	Create

# LLE CoCs

## CoC Status Definitions

1. Select **History**

2. This will open the **Application History** screen.

Application Search Results									
	CRN	Full Name↑	Course Name	SLC Course Code	TFL Amount (£)	STP Amount (£)	Attendance Status	Registration Status	Create CoC
-	54879261586	AJKAMANA AJKAMANA AJKAMANA AJKAMANA	LLE GEOLOGY	10000000003	1000.00	1250.00		Registration Confirmed	<a href="#">Create</a>
<b>Academic Year:</b>		2025			<b>SSN:</b>		SFDU25229860G		
<b>Contact Address:</b>		21 GLENOLDEN STREET  MANCHESTER M11 4PT			<b>Date of Birth (dd/mm/yyyy):</b>		01/05/1991		
<b>Campus:</b>		R NICOLA UNIVERSITY, MAIN CAMPUS			<b>Course/Module:</b>		Course		
<b>Study Mode:</b>		PT			<b>Course Start Date(dd/mm/yyyy):</b>		01/09/2023		
<b>Delivery Method:</b>		In Attendance			<b>Course End Date(dd/mm/yyyy):</b>		01/10/2023		
<b>Qualification:</b>		Bachelor Degree			<b>Course Duration:</b>		4 Years 0 Months		
<b>Level of Funding:</b>		Undergraduate			<b>Course Year:</b>		1		
<b>Other Location:</b>					<b>Course Fee Amount (£):</b>		9250.00		
<b>Tuition Fee Waiver Amount (£):</b>		1000.00			<b>Student to Pay Amount (£):</b>		1250.00		
<b>Course Year Credits:</b>		360			<b>Tuition Fee Loan Amount (£):</b>		1000.00		
<b>Taught Credits:</b>		320			<b>Taught Tuition Fee Loan Amount (£):</b>		8000.00		
<b>Foundation Year Credits (£):</b>		30			<b>Foundation Year Tuition Fee Loan Amount (£):</b>		600.00		
<b>Overseas Credits:</b>		30			<b>Overseas Tuition Fee Loan Amount (£):</b>		600.00		
<b>Placement Credits:</b>		60			<b>Placement Tuition Fee Loan Amount (£):</b>		900.00		
<b>Award Authority:</b>		England			<b>Domicile:</b>		England		
<b>Cohort Year:</b>		2025			<b>Registration Status:</b>		Registration Confirmed		
<b>Current Attendance Status:</b>					<b>Current Attendance Code:</b>				
<b>Application Status:</b>		Approved			<b>Last Updated Date:</b>		09/12/2025		
<b>Bank Details Held:</b>		Y			<b>Valid NINO Held:</b>		N		
<b>NHS Bursary Indicator:</b>		N			<b>Fee Waiver:</b>		Y		
<b>Transferred Indicator:</b>					<b>Reassessed Indicator:</b>				
<b>Student Bursary Consent to Share:</b>		Y			<b>Sponsor Bursary Consent to Share:</b>		N		
<a href="#">History</a>									

# LLE CoCs

## CoC Status Definitions

**Application History**

**Application Summary**

<b>Student Support Number</b>	SFDU25229860G	<b>SLC Course Code</b>	10000000003
<b>Customer Reference Number</b>	54879261586	<b>Course Name</b>	LLE GEOLOGY
<b>Student Name</b>	AJKAMANA AJKAMANA AJKAMANA AJKAMANA		

**Registration History**

Event	Registration Status	Updated by	Update Date and Time
Registration Confirmation	RC	CRANSTKE1	2025-12-09 17:13:26
Registration Confirmation	RC	CRANSTKE1	2025-12-09 17:12:54
Registration Confirmation	RC	CRANSTKE1	2025-12-09 17:11:03
New Application - Approved	ARC	LLE_APPLICATION_SERVICE	2025-12-09 17:07:54

**Attendance History**

Event	Attendance Status	Updated by	Update Date and Time
-------	-------------------	------------	----------------------

**CoC History**

	CoC Type	Current Status	Status Date and Time	Reason for Manual Assessment	CoC Created By	CoC Created Date and Time
+	Withdrawal	Submitted	2026-02-09 19:04:38		HECKENM1	2026-02-09 19:04:38
+	Fee and Credit	Submitted	2026-02-04 10:46:26		HECKENM1	2026-02-04 10:46:25
+	Withdrawal	Submitted	2026-02-02 15:23:37		HECKENM1	2026-02-02 15:23:37
+	Fee and Credit	Submitted	2026-01-30 18:23:48		HECKENM1	2026-01-30 18:23:48
+	Transfer - Course (Internal)	Submitted	2025-12-18 13:39:30		HECKENM1	2025-12-18 13:39:29
+	Withdrawal	Submitted	2025-12-15 12:01:42		HECKENM1	2025-12-15 12:01:42

Close History

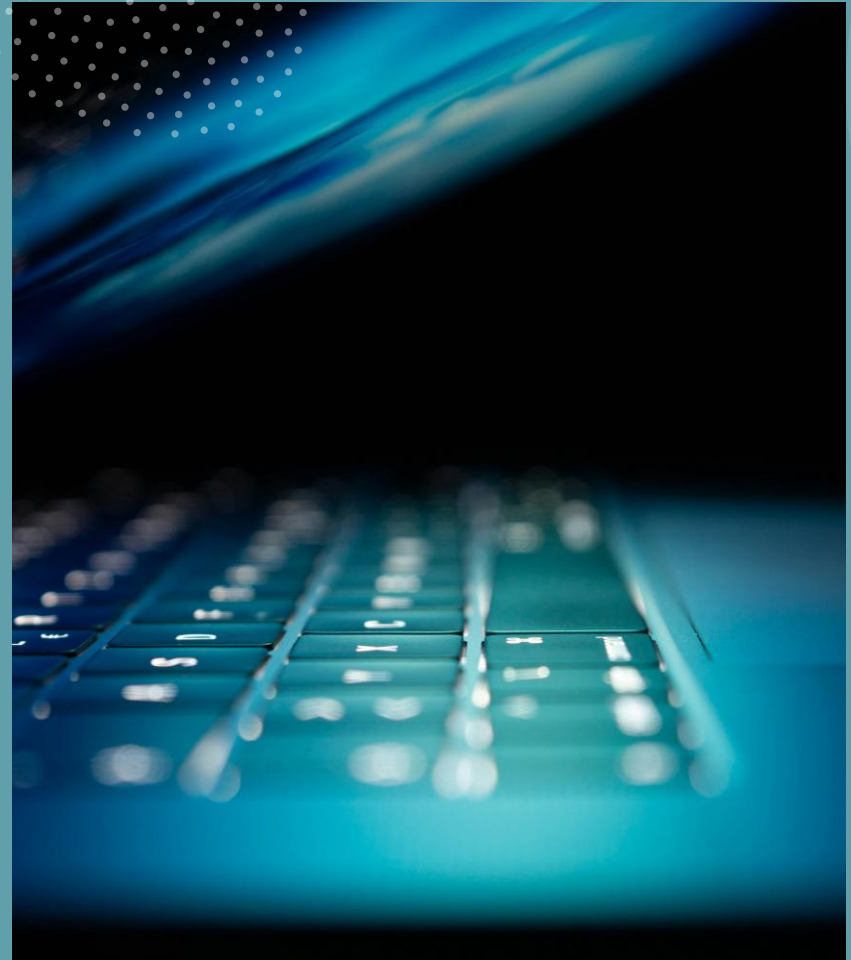
This tab will show the current status of the CoC submitted for the student.

If you select the + icon on the CoC, the line will expand to show the CoC status history.



# Demo

We will now play a recording demonstrating ....



You are administering UNLE UNIVERSITY OF LEEDS

 Student Information Service Home

Welcome to the Student Information Service

Partners Support Desk: 0300 100 0642 or [HEP\\_Services@slc.co.uk](mailto:HEP_Services@slc.co.uk)

The Partners Support Desk acts as the primary point of contact for Higher Education Providers with the Student Loans Company therefore they can be contacted for support with all aspects of HEP Services, including reporting any problems you may be experiencing with the Portal. If you are having difficulties with the system, please raise this by calling the number above to ensure it can be reviewed as quickly as possible. In circumstances where the Partners Support Desk are unable to resolve the problem for you, it will be raised with our ICT colleagues for investigation and you will be provided with a reference number once it is available, to keep track of the issue.

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# Provider Transfer CoC (expected delivery 01/12/2026)

# Provider Transfer COC

- A transfer occurs when a student stops attending one module or course and starts another
- This can be at the same provider (HEP) or a different provider
- The student continues their overall period of eligibility
- The student must communicate their intention to transfer
- Applies even where the transfer is planned for the next academic year
- Lack of communication may mean the case is treated as abandonment, not a transfer



# Provider Transfer COC

- Receiving provider must record credits and credit value for the new course/module
- When a student transfers away, the current provider must supply completed/taught credits and values
- Accurate credit information is required for eligibility assessment
- Ensures the student does not exceed maximum credit limits for the service year



# Provider Transfer CoC

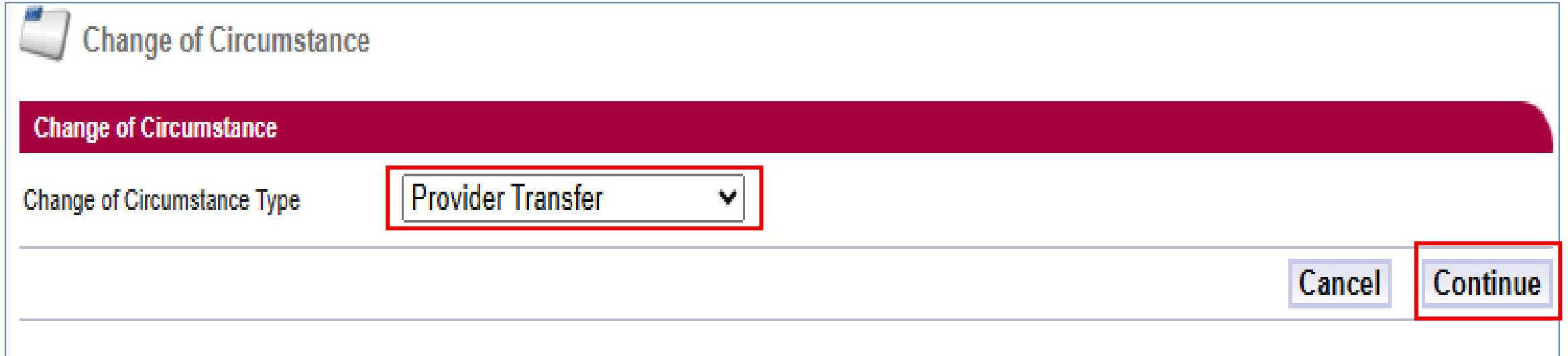
You can create a CoC manually from **LLE Applications** area. This guide will tell you how to use the **Create CoC function**. If you'd like the technical specification with information on the bulk upload process, please refer to the HE Gateway.

1. Go to the SIS Home page and select LLE Applications.
2. This will open the **LLE Applications screen**.
3. Search for your student(s) with the search options available.
4. Select Display Results

Application Search Results									
	CRN	Full Name†	Course Name	SLC Course Code	TFL Amount (£)	STP Amount (£)	Attendance Status	Registration Status	Create CoC
+	54879261586	AJKAMANA AJKAMANA AJKAMANA AJKAMANA	LLE GEOLOGY	10000000003	1000.00	1250.00		Registration Confirmed	Create

5. Select the Create button

# Provider Transfer CoC




Change of Circumstance

Change of Circumstance

Change of Circumstance Type

Cancel Continue

- Select Provider Transfer from the Change of Circumstance category dropdown.
- Select Continue.
- The student's details will be automatically populated.

A decorative orange bracket is positioned to the left of the main text, pointing towards the title.

# **Transfer Course Internal CoC (expected delivery 01/12/2026)**



# Transfer Course (Internal) COC

You can use an internal Transfer CoC when a student moves between courses at your university or college during the academic year.

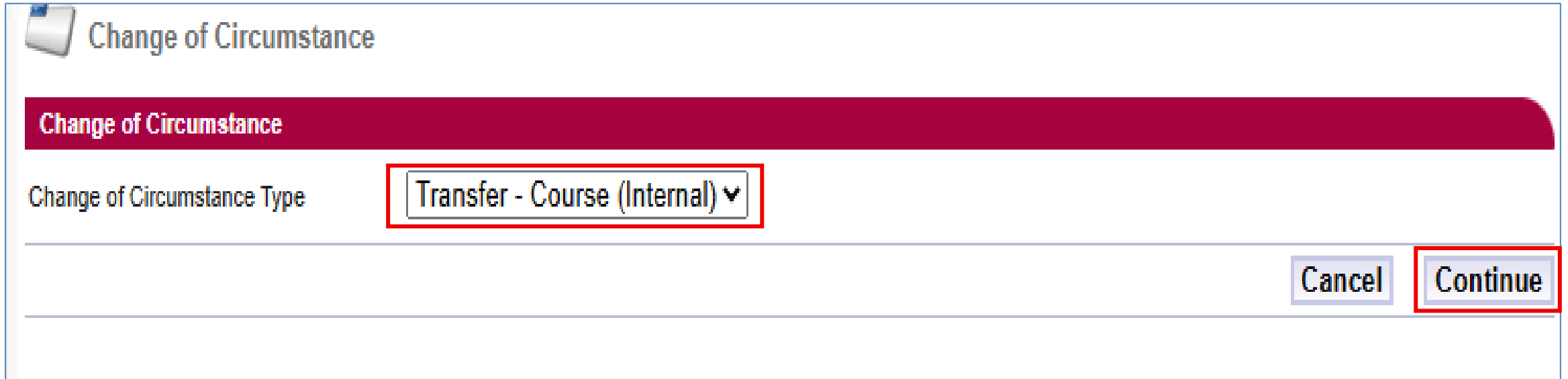
The service level for processing a post-payment internal Transfer CoC is 20 working days in off-peak periods. During peak periods (from August to the end of November) it is 30 working days, where the CoCs cannot be processed automatically

We can only process internal Transfer CoCs automatically if they:

- match the criteria for automatic processing

You can create a CoC manually from **LLE Applications** area. You can also create them in bulk by uploading a csv file. This guide will tell you how to use the **Create CoC function**.

# Transfer Course (Internal) CoC



The screenshot shows a web form titled "Change of Circumstance". At the top left is a folder icon. Below it is a red header bar with the text "Change of Circumstance". Underneath the header is a label "Change of Circumstance Type" followed by a dropdown menu. The dropdown menu is open, showing the selected option "Transfer - Course (Internal)" with a downward arrow. To the right of the dropdown are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with a red border.

- Select Transfer - Course (Internal) from the Change of Circumstance category dropdown.
- Select Continue.
- The student's details will be automatically populated.

# Transfer Course (Internal) CoC

Change of Circumstance Type & Academic Year				
Change of Circumstance Type	Transfer - Course (Internal)			
Academic Year	25-26			
Student Details				
CRN	SSN	Surname	Forename(s)	Date of Birth
54879261586	SFDU25229860G	AJKAMANA AJKAMANA	AJKAMANA AJKAMANA	01/05/1991
Course Details				
Course Name	LLE GEOLOGY			
SLC Course Code	10000000003	Course Year	1	
Course Start Date (dd/mm/yyyy)	01/09/2023	Course End Date (dd/mm/yyyy)	01/10/2023	
Change Details				
New Course Details				
SLC Course Code	<input type="text"/>			
Course Name	<input type="text"/>			
<input type="button" value="Clear Search &amp; Results"/>		<input type="button" value="Search Course"/>		
Transfer Effective Date (dd/mm/yyyy)	<input type="text"/>	Expected Date of Completion of New Course (mm/yyyy)	<input type="text"/>	
Which year of the course will the student enter?	Select ▼			
Taught Credits	<input type="text"/>			
Taught Tuition Fee Charged to Student (£)	<input type="text"/>			
Taught Course Tuition Fee Liability (£)	<input type="text"/>			
<input type="checkbox"/> This course contains periods of Specialist study				

Previous Course Details			
Taught Credits	<input type="text" value="320"/>		
Taught Tuition Fee Charged to Student (£)	<input type="text" value="8000.00"/>		
Taught Course Tuition Fee Liability (£)	<input type="text" value="8000.00"/>		
<input checked="" type="checkbox"/> This course contains periods of Specialist study			
Placement Credits	<input type="text" value="60"/>	Study Abroad Credits	<input type="text" value="30"/>
Placement Tuition Fee Charged to Student (£)	<input type="text" value="900.00"/>	Study Abroad Tuition Fee Charged to Student (£)	<input type="text" value="600.00"/>
Placement Tuition Fee Liability (£)	<input type="text" value="900.00"/>	Study Abroad Tuition Fee Liability (£)	<input type="text" value="600.00"/>
Foundation Credits	<input type="text" value="30"/>		
Foundation Tuition Fee Charged to Student (£)	<input type="text" value="600.00"/>		
Foundation Tuition Fee Liability (£)	<input type="text" value="600.00"/>		
<input type="checkbox"/> I need to include additional information so this CoC can be accurately processed. I understand this will cause a delay as the CoC will need to be manually processed.			

A decorative orange bracket is positioned to the left of the main title, consisting of a vertical line that curves inward at the top and bottom.

# Fee and Credit CoCs (expected delivery 01/12/2026)

A hand is shown placing a wooden block on top of a staircase made of wooden blocks. The staircase is built on a wooden surface and consists of five steps, each made of two blocks. The hand is positioned at the top of the staircase, holding a block above the final step.

# Fee and Credit CoCs

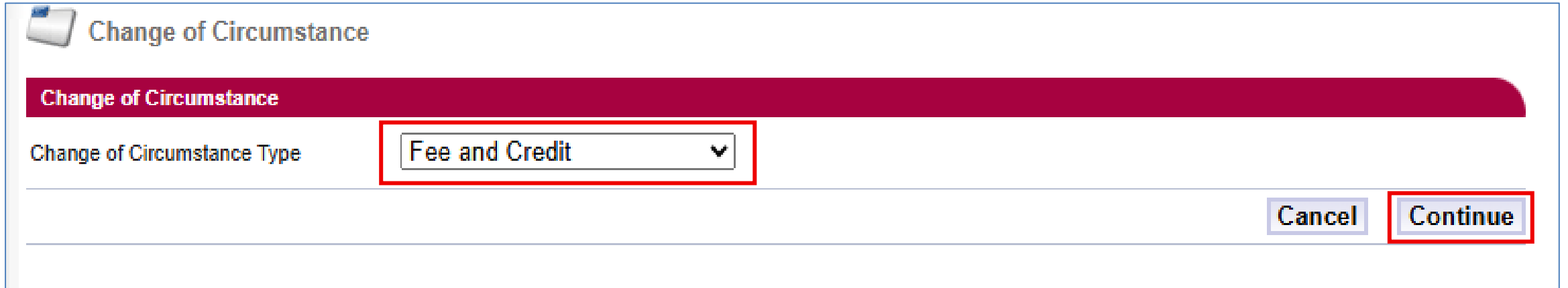
You should only use a Fee and Credit CoC when a student's record appears in SIS and the fee and / or credit amount is incorrect.

You can create a CoC from the CoC worklist, the Detailed application information page or the Create CoC page. You can also create CoCs in bulk by uploading a csv. This guide will tell you how to create a CoC from the **Create CoC** page.

You should use the Fee and Credit CoC to amend the number of credits or credit value a student is undertaking.

When confirming registration, ensure the credit values are accurate before submitting, as you must confirm the number of credits a student will study each year. Any changes can be updated using a Fee and Credit CoC either before or after registration, so checking upfront helps avoid later amendments.

# Fee and Credit CoCs



The screenshot shows a web form titled "Change of Circumstance". At the top left is a folder icon. Below the title is a dark red header bar with the text "Change of Circumstance". Underneath, the label "Change of Circumstance Type" is followed by a dropdown menu containing the text "Fee and Credit". To the right of the form are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with a red border.

Fee and Credit from the Change of Circumstance category dropdown.

Select Continue.

The student's details will be automatically populated.

# Fee and Credit CoCs

**Change of Circumstance Type & Academic Year**

Change of Circumstance Type

Academic Year

**Student Details**

CRN	SSN	Surname	Forename(s)	Date of Birth
54879261586	SFDU25229860G	AJKAMANA AJKAMANA	AJKAMANA AJKAMANA	01/05/1991

**Course Details**

Course Name

SLC Course Code  Course Year

Course Start Date (dd/mm/yyyy)  Course End Date (dd/mm/yyyy)

**Change Details**

Taught Credits

Taught Tuition Fee Charged to Student (£)

Taught Course Tuition Fee Liability (£)

This course contains periods of Specialist study

Placement Credits  Study Abroad Credits

Placement Tuition Fee Charged to Student (£)  Study Abroad Tuition Fee Charged to Student (£)

Placement Tuition Fee Liability (£)  Study Abroad Tuition Fee Liability (£)

Foundation Credits

Foundation Tuition Fee Charged to Student (£)

Foundation Tuition Fee Liability (£)

I need to include additional information so this CoC can be accurately processed. I understand this will cause a delay as the CoC will need to be manually processed.

- If you need to add additional information to this CoC, you must select the checkbox after the line saying, 'I need to include additional information so this CoC can be accurately processed. I understand that this will cause a delay as the CoC will need to be manually processed.'
- When you've entered all the details for the CoC, you must now select a contact for the CoC. This will be a registered person at your university or college whom we can contact about this CoC. Use the radio buttons within the Contact Details section to select the contact.
- Select Submit.

A thick, orange, L-shaped graphic element is positioned to the left of the main text, resembling a bracket or a stylized letter 'C'.

# **Withdrawal CoC – (expected delivery 01/12/2026)**

# Withdrawal COC

## Withdrawal CoC

- A withdrawal is when a student stops all scheduled learning, teaching, assessment, and engagement
- Must be agreed with the provider
  
- Effective from the **last date of attendance/engagement**

## Key Points

- Student does not intend to return
- No further fee liability after withdrawal
- Student finance eligibility ends for the course/module
- Effective date = **last date of attendance**
- Includes all recognised forms of engagement

# Withdrawal CoC

A Withdrawal CoC terminates a student's period of student finance eligibility for either a module or course. We will reassess their student support and tuition fee loan when we have processed a CoC.

If a student is to be charged less than the full fee for their period of study, you need to correct this information with the Withdrawal CoC, including the number of credits being charged.

You should submit Withdrawal CoCs as soon as possible once the withdrawal decision has been made. This will minimise any overpayment we need to recover from you or the students, so that they enter repayment at the right time, and also that their online accounts are up to date.



A man with dark hair, wearing a blue polo shirt and light-colored pants, is sitting on a light-colored sofa. He is looking at a laptop that is open on a white, round coffee table. The room has a wooden floor, a modern chair with a colorful geometric pattern, and a lamp in the background.

# Withdrawal COC

## Withdrawal CoC – Responsibilities

Withdrawal decisions and effective dates must be

- Discussed with the student
- Clearly communicated

Provider is responsible for:

- Setting the effective withdrawal date
- Confirming any fee reduction

Effective date based on

- When the student stopped using education services

SLC will use this date to reassess student finance  
Evidence may be required if the withdrawal date is  
disputed

A man with dark hair, wearing a blue polo shirt and light-colored trousers, is sitting on a light-colored sofa. He is looking at a laptop that is open on a white, round coffee table. The room has a wooden floor, a patterned chair, and a small table with a lamp. The image is partially obscured by a white, torn-paper-like graphic that separates it from the text on the right.

# Withdrawal CoC

You should use a Withdrawal CoC when a student withdraws from their module or course after you've confirmed their registration.

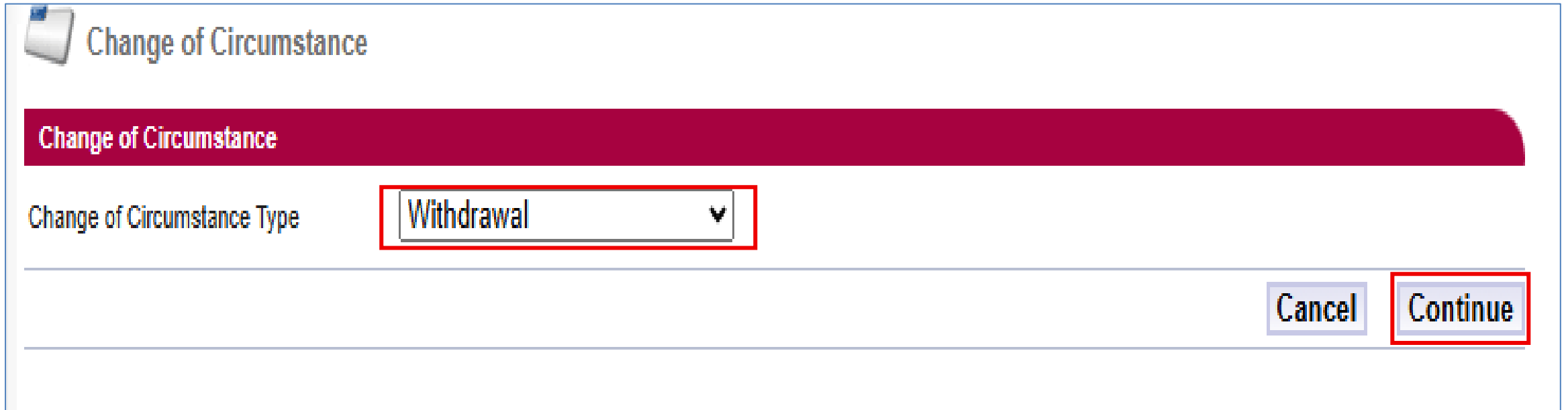
A withdrawal means the point when a student's scheduled learning, teaching and assessment activities and other active and ongoing engagement end in agreement with you. It also means the student does not intend to return. They'll have no further obligation to pay fees to you.

This terminates their period of student finance eligibility. We'll recalculate their maintenance and tuition fee support.

If a student tells us that they intend to withdraw from a module / course, we'll suspend their maintenance payments. You must discuss the withdrawal with the student.

You must submit Withdrawal CoCs swiftly and accurately. This is to ensure our payments to the student and to you are correct and on time.

# Withdrawal CoC



The screenshot shows a web form titled "Change of Circumstance". At the top left is a folder icon. Below it is a red header bar with the text "Change of Circumstance". Underneath the header is a label "Change of Circumstance Type" followed by a dropdown menu containing the word "Withdrawal". To the right of the dropdown are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with a red border.

- Select Withdrawal from the Change of Circumstance category dropdown.
- Select Continue.
- Student's details will be automatically populated.

# Withdrawal CoC

Change of Circumstance Type & Academic Year				
Change of Circumstance Type	Withdrawal			
Academic Year	25-26			
Student Details				
CRN	SSN	Surname	Forename(s)	Date of Birth
54879261586	SFDU25229860G	AJKAMANA AJKAMANA	AJKAMANA AJKAMANA	01/05/1991
Course Details				
Course Name	LLE GEOLOGY			
SLC Course Code	10000000003	Course Year	1	
Course Start Date (dd/mm/yyyy)	01/09/2023	Course End Date (dd/mm/yyyy)	01/10/2023	
Change Details				
Date of Last Attendance (dd/mm/yyyy)		Reason for Withdrawal	Select	
Taught Credits	160			
Taught Tuition Fee Charged to Student (£)	8000.00			
Taught Course Tuition Fee Liability (£)	8000.00			
<input checked="" type="checkbox"/> This course contains periods of Specialist study				
Placement Credits	60	Study Abroad Credits	30	
Placement Tuition Fee Charged to Student (£)	900.00	Study Abroad Tuition Fee Charged to Student (£)	600.00	
Placement Tuition Fee Liability (£)	900.00	Study Abroad Tuition Fee Liability (£)	600.00	
Foundation Credits	20			
Foundation Tuition Fee Charged to Student (£)	600.00			
Foundation Tuition Fee Liability (£)	600.00			
<input type="checkbox"/> I need to include additional information so this CoC can be accurately processed. I understand this will cause a delay as the CoC will need to be manually processed.				

- Enter the **Date of Last Attendance**. This should reflect the last point of student engagement. We use this to process the student's funding entitlement.
- If the student attended for the full first day of the applicable term, you should submit the last date of attendance as the second day of that term.
- Select a Reason for Withdrawal from the dropdown menu. You can find out more about reason codes in the Withdrawal CoC reason codes chapter. The options are:
  - Never Attended – confirmed in error
  - Enrolled – Never Attended
  - Left during cooling off period
  - Left during course
  - Health
  - Deceased

# Withdrawal CoC

**Change of Circumstance Type & Academic Year**

Change of Circumstance Type

Academic Year

**Student Details**

CRN	SSN	Surname	Forename(s)	Date of Birth
54879261586	SFDU25229860G	AJKAMANA AJKAMANA	AJKAMANA AJKAMANA	01/05/1991

**Course Details**

Course Name

SLC Course Code  Course Year

Course Start Date (dd/mm/yyyy)  Course End Date (dd/mm/yyyy)

**Change Details**

Date of Last Attendance (dd/mm/yyyy)  Reason for Withdrawal

Taught Credits

Taught Tuition Fee Charged to Student (£)

Taught Course Tuition Fee Liability (£)

This course contains periods of Specialist study

Placement Credits  Study Abroad Credits

Placement Tuition Fee Charged to Student (£)  Study Abroad Tuition Fee Charged to Student (£)

Placement Tuition Fee Liability (£)  Study Abroad Tuition Fee Liability (£)

Foundation Credits

Foundation Tuition Fee Charged to Student (£)

Foundation Tuition Fee Liability (£)

I need to include additional information so this CoC can be accurately processed. I understand this will cause a delay as the CoC will need to be manually processed.

- If you need to add additional information to this CoC, you must select the checkbox after the line saying, 'I need to include additional information so this CoC can be accurately processed. I understand that this will cause a delay as the CoC will need to be manually processed.'
- When you've entered all the details for the CoC, you must now select a contact for the CoC. This will be a registered person at your university or college whom we can contact about this CoC. Use the radio buttons within the Contact Details section to select the contact.
- Select Submit.

A decorative orange bracket-like shape is positioned to the left of the main title, pointing towards the text.

# Withdrawal CoC Reason Codes



# Withdrawal COC Reason Codes

When you submit a Withdrawal CoC for a course, module (s), you'll need to select a reason code. This section explains the reason codes and the rules relating to them.

A student is no longer in attendance at the point when their scheduled learning, teaching and assessment activities and other active and ongoing engagement end in agreement with you.

This is also known as the last day of attendance for the student. It also means the student does not intend to return.

# Withdrawal COC Reason Codes

## Left during cooling-off period

You should use this reason code when a student has left during your defined cooling-off period in term 1.

The effective date of the Withdrawal CoC must be:

- after the course start date
- when the student is no longer in ongoing and active engagement with their course

No fees will be charged to the student.





# Withdrawal COC Reason Codes

## **Enrolled – Never Attended**

You should use this reason code when a student has enrolled on a course but withdrawn without attending any session.

The effective date of the Withdrawal CoC must be the day before the course start date.

No fees will be charged to the student.

# Withdrawal COC Reason Codes

---

## **Never Attended – confirmed in error**

You should use this reason code when a student has left the course / module and:

- has never been liable for funding
- has had a positive attendance confirmation submitted by mistake

The effective date of the Withdrawal CoC must be the day before the course start date. No fees will be charged to the student.





# Withdrawal COC Reason Codes

## **Left during course**

You should use this reason code when a student leaves the course after the cooling-off period.

The Withdrawal CoC should be effective from the point when the student's scheduled learning, teaching and assessment activities and other active and ongoing engagement end in agreement with you\*. This is also known as the last day of attendance for the student. It also means the student does not intend to return. They'll have no further obligation to pay fees to you.

A withdrawal terminates the student's period of student finance eligibility.

\*a withdrawal for each module still in progress will be required

# Withdrawal COC Reason Codes

## Health

You should use this reason code when a student has withdrawn from their course due to health reasons.

The effective date of the Withdrawal CoC must be after the course start date. It should mark the point from which the student was no longer in ongoing and active engagement with their course.

The student will be liable for the funding they've received up to the withdrawal date.


## Deceased

You should use this reason code if a student dies during their course.

The effective date of the Withdrawal CoC must be after the course start date. It should mark the point from which the student was no longer in ongoing and active engagement with their course.

We'll begin the process of closing the account.

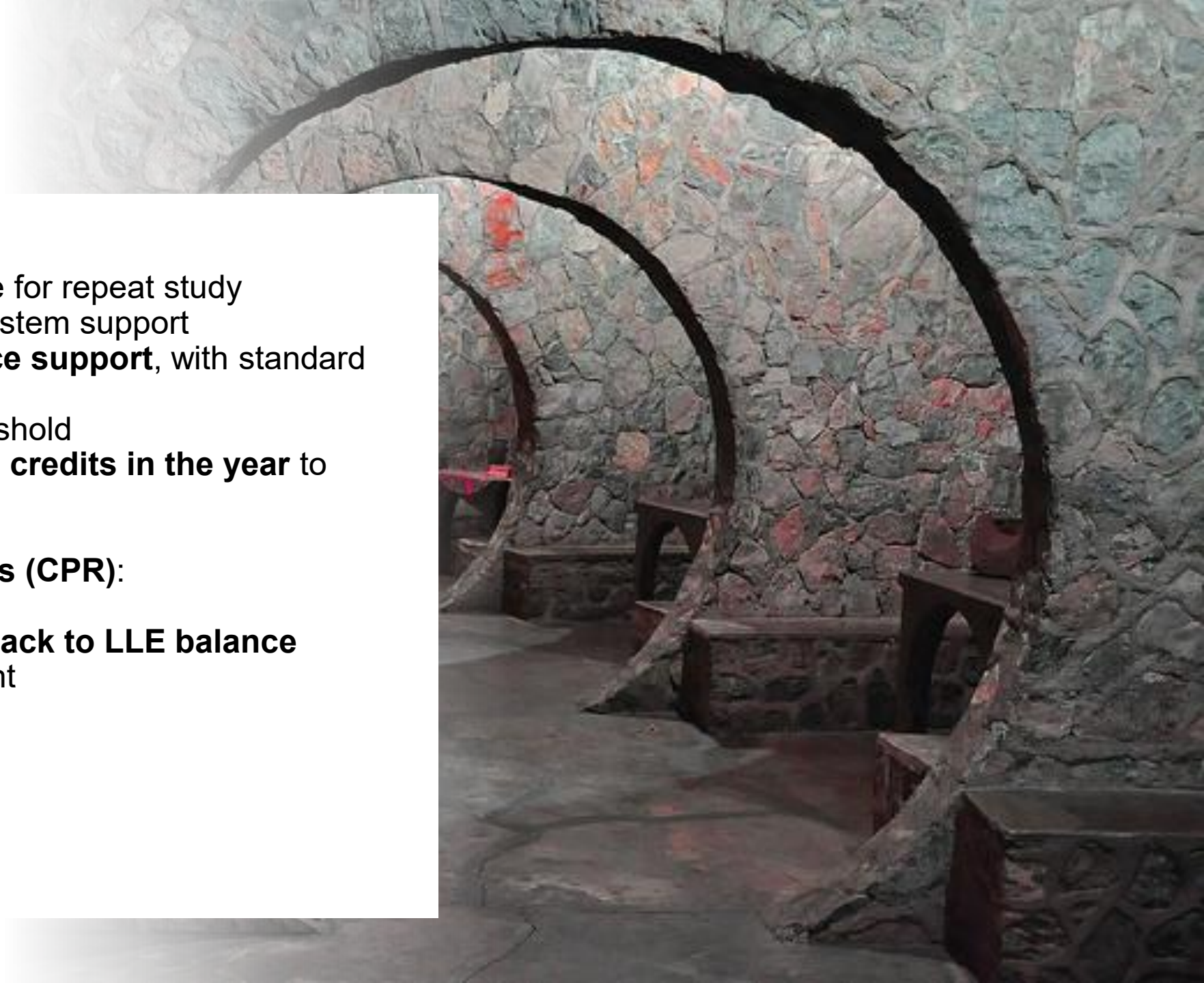


A thick, orange, L-shaped bracket is positioned to the left of the main text, pointing towards the title.

# Repetition CoC – (expected delivery Year 2)

# Repeat Study

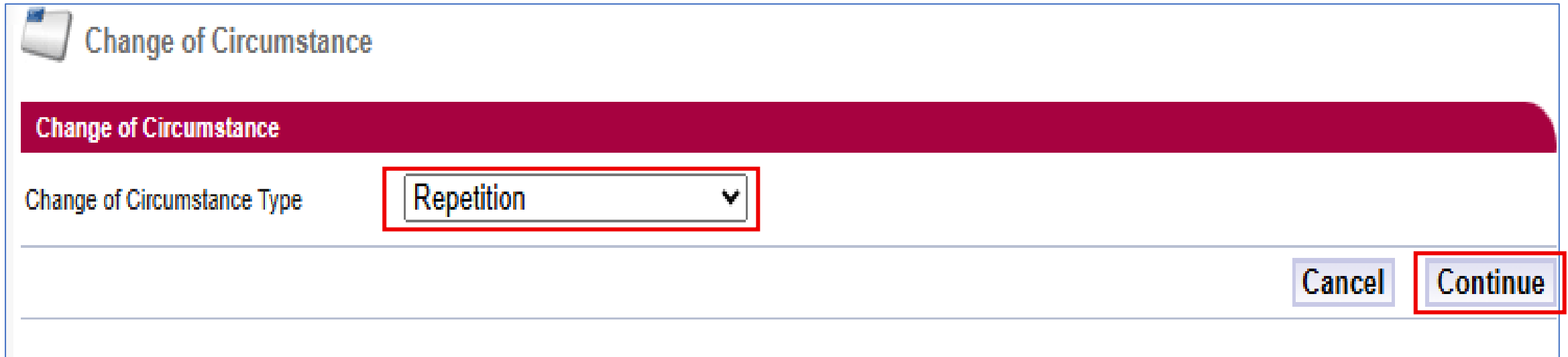
- **Key points**
  - Additional entitlement available for repeat study
  - Broadly aligned with current system support
  - Includes **tuition + maintenance support**, with standard repayment terms
  - No minimum repeat credit threshold
    - Must still study **at least 30 credits in the year** to qualify
- **Compelling Personal Reasons (CPR):**
  - Affected study credits **added back to LLE balance**
  - Examples: illness, bereavement



# Repeat Study

Course Type	Scenario	Funding Source	What Happens
3-year course	Learner fails final year (120 credits)	Standard entitlement	Repeat year funded using remaining entitlement
4-year course	Learner uses full entitlement and fails 60 credits in final year	Repeat Study Additional Entitlement (RSAE)	Extra entitlement added to fund repeat modules
5-year course	Learner fails final year on longer programme	Special additional entitlement	Repeat year funded through extended entitlement
Any course (CPR)	Study affected by illness or bereavement	Entitlement restored	Used credits added back and repeat funded
Any course (partial repeat)	Learner repeats 30–60 credits	Standard or additional entitlement	Individual modules funded if 30-credit minimum met

# Repetition CoC



The screenshot shows a web form titled "Change of Circumstance". At the top left is a folder icon. Below it is a red header bar with the text "Change of Circumstance" in white. Underneath the header is a label "Change of Circumstance Type" followed by a dropdown menu containing the word "Repetition" and a downward arrow. The dropdown menu is highlighted with a red border. At the bottom right of the form are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with a red border.

- Select Repetition from the Change of Circumstance category dropdown.
- Select Continue.
- The student's details will be automatically populated.

# Repetition CoC

Change of Circumstance Type & Academic Year				
Change of Circumstance Type	Repetition			
Academic Year	25-26			
Student Details				
CRN	SSN	Surname	Forename(s)	Date of Birth
54879261586	SFDU25229860G	AJKAMANA AJKAMANA	AJKAMANA AJKAMANA	01/05/1991
Course Details				
Course Name	LLE GEOLOGY			
SLC Course Code	10000000003	Course Year	1	
Course Start Date (dd/mm/yyyy)	01/09/2023	Course End Date (dd/mm/yyyy)	01/10/2023	
Change Details				
Revised Course End Date (mm/yyyy)		Period of Course to be Repeated	Select ▼	
Repeating Study From (dd/mm/yyyy)				
Repeating Study To (dd/mm/yyyy)				
Taught Credits	320			
Taught Tuition Fee Charged to Student (£)	8000.00			
Taught Course Tuition Fee Liability (£)	8000.00			
<input checked="" type="checkbox"/> This course contains periods of Specialist study				
Placement Credits	60	Study Abroad Credits	30	
Placement Tuition Fee Charged to Student (£)	900.00	Study Abroad Tuition Fee Charged to Student (£)	600.00	
Placement Tuition Fee Liability (£)	900.00	Study Abroad Tuition Fee Liability (£)	600.00	
Foundation Credits	30			
Foundation Tuition Fee Charged to Student (£)	600.00			
Foundation Tuition Fee Liability (£)	600.00			
<input type="checkbox"/> I need to include additional information so this CoC can be accurately processed. I understand this will cause a delay as the CoC will need to be manually processed.				

A thick, orange, L-shaped bracket is positioned to the left of the main text, pointing towards the title.

# Resumption CoC – (expected delivery early January)



# Resumption COC

## What is resumption?

- A student returns to study after a period of suspension
  - Requires approval from the HEP

Can resume:

- Within the same course year, or
- In a later course year

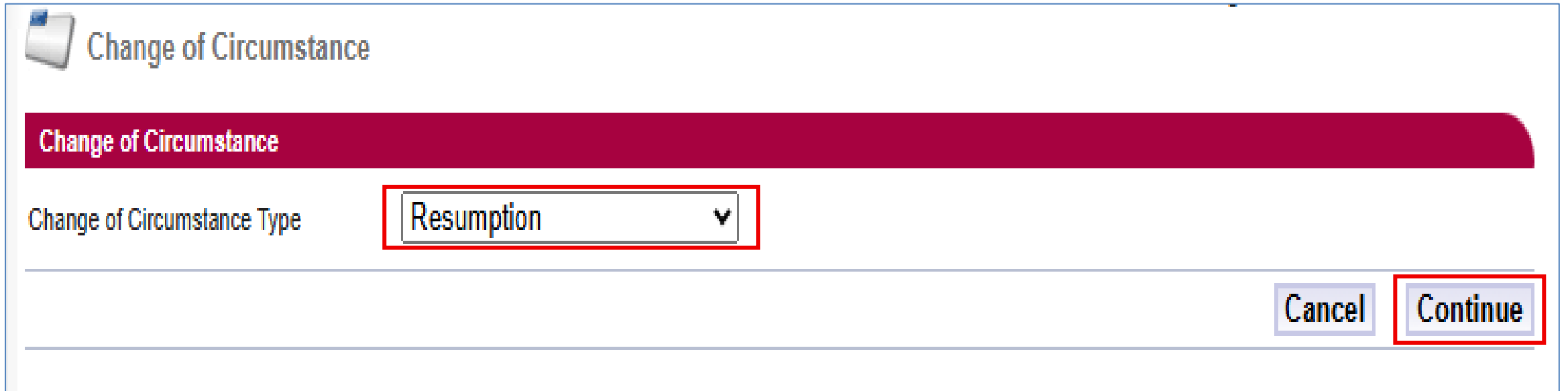
Long-term suspension (over 2 years)

- May result in termination of the Period of Eligibility (PoE)

PoE can be reinstated if:

- The student and provider submit compelling evidence
- It is accepted that the extended suspension was reasonable

# Resumption CoC



The screenshot shows a web form titled "Change of Circumstance". At the top left is a folder icon and the text "Change of Circumstance". Below this is a dark red header bar with the text "Change of Circumstance" in white. Underneath the header is a label "Change of Circumstance Type" followed by a dropdown menu. The dropdown menu is open, showing the word "Resumption" and a downward-pointing arrow. The dropdown menu and the "Continue" button are highlighted with red boxes. At the bottom right of the form are two buttons: "Cancel" and "Continue".

Select Resumption from the Change of Circumstance category dropdown.

Select Continue.

The student's details will be automatically populated.

# Suspension CoC – (expected delivery early January)

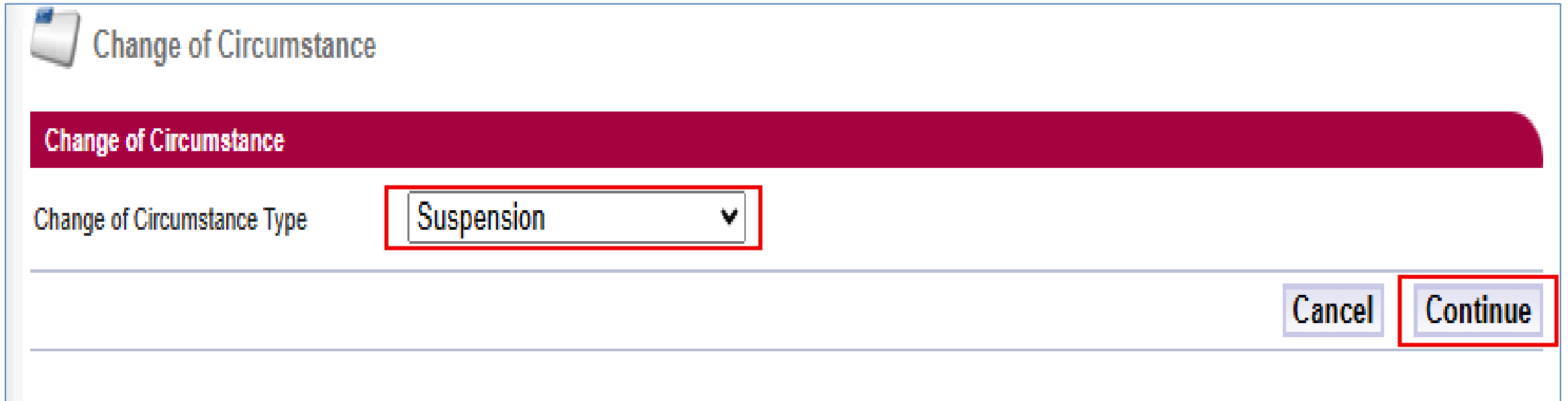
# Suspension COC

- Student temporarily stops attending a course or module
- Agreed with the HEP, with intention to return later
- Impact on funding
- Application is reassessed from suspension date
- Tuition fees and maintenance adjusted on a pro-rata basis
- No further payments until a Resumption CoC is submitted
  - Unless exceptional circumstances apply

## Maintenance during suspension

- May continue for health reasons or financial hardship
- Treated as a form of continued engagement in these cases  
Important
- Apply a consistent approach where suspensions lead to withdrawal

# Suspension CoC



The screenshot shows a web form titled "Change of Circumstance". At the top left is a folder icon and the text "Change of Circumstance". Below this is a red header bar with the text "Change of Circumstance" in white. Under the header, there is a label "Change of Circumstance Type" followed by a dropdown menu. The dropdown menu is open, showing the word "Suspension" and a downward arrow. The dropdown menu is highlighted with a red border. At the bottom right of the form, there are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with a red border.

- Select Suspension from the Change of Circumstance category dropdown.
- Select Continue.
- The student's details will be automatically populated.

# Suspension CoC

Change of Circumstance Type & Academic Year				
Change of Circumstance Type		Suspension		
Academic Year		25-26		
Student Details				
CRN	SSN	Surname	Forename(s)	Date of Birth
54879261586	SFDU25229860G	AJKAMANA AJKAMANA	AJKAMANA AJKAMANA	01/05/1991
Course Details				
Course Name		LLE GEOLOGY		
SLC Course Code	10000000003	Course Year	1	
Course Start Date (dd/mm/yyyy)	01/09/2023	Course End Date (dd/mm/yyyy)	01/10/2023	
Change Details				
Date of Last Attendance (dd/mm/yyyy)		Reason for Suspension		
<input type="text"/>		Select ▼		
Agreed Date of Return (dd/mm/yyyy)		<input type="text"/>		
Taught Credits		320		
Taught Tuition Fee Charged to Student (£)		8000.00		
Taught Course Tuition Fee Liability (£)		8000.00		
<input checked="" type="checkbox"/> This course contains periods of Specialist study				
Placement Credits		60		
Placement Tuition Fee Charged to Student (£)		900.00		
Placement Tuition Fee Liability (£)		900.00		
Foundation Credits		30		
Foundation Tuition Fee Charged to Student (£)		600.00		
Foundation Tuition Fee Liability (£)		600.00		
<input type="checkbox"/> I need to include additional information so this CoC can be accurately processed. I understand this will cause a delay as the CoC will need to be manually processed.				

Enter the **Date of Last Attendance** (last date of engagement). This is the last date when the student attended their course.

Select a reason from the Reason for Suspension dropdown. The options are:

- Health
- Other

If you select **Health** the student's support will automatically extend for 60 days.

# Suspension CoC

Change of Circumstance Type & Academic Year				
Change of Circumstance Type	<input type="text" value="Suspension"/>			
Academic Year	<input type="text" value="25-26"/>			
Student Details				
CRN	SSN	Surname	Forename(s)	Date of Birth
54879261586	SFDU25229860G	AJKAMANA AJKAMANA	AJKAMANA AJKAMANA	01/05/1991
Course Details				
Course Name	<input type="text" value="LLE GEOLOGY"/>			
SLC Course Code	<input type="text" value="1000000003"/>	Course Year	<input type="text" value="1"/>	
Course Start Date (dd/mm/yyyy)	<input type="text" value="01/09/2023"/>	Course End Date (dd/mm/yyyy)	<input type="text" value="01/10/2023"/>	
Change Details				
Date of Last Attendance (dd/mm/yyyy)	<input type="text"/>	Reason for Suspension	<input type="text" value="Select"/>	
Agreed Date of Return (dd/mm/yyyy)	<input type="text"/>			
Taught Credits	<input type="text" value="320"/>			
Taught Tuition Fee Charged to Student (£)	<input type="text" value="8000.00"/>			
Taught Course Tuition Fee Liability (£)	<input type="text" value="8000.00"/>			
<input checked="" type="checkbox"/> This course contains periods of Specialist study				
Placement Credits	<input type="text" value="60"/>	Study Abroad Credits	<input type="text" value="30"/>	
Placement Tuition Fee Charged to Student (£)	<input type="text" value="900.00"/>	Study Abroad Tuition Fee Charged to Student (£)	<input type="text" value="600.00"/>	
Placement Tuition Fee Liability (£)	<input type="text" value="900.00"/>	Study Abroad Tuition Fee Liability (£)	<input type="text" value="600.00"/>	
Foundation Credits	<input type="text" value="30"/>			
Foundation Tuition Fee Charged to Student (£)	<input type="text" value="600.00"/>			
Foundation Tuition Fee Liability (£)	<input type="text" value="600.00"/>			
<input type="checkbox"/> I need to include additional information so this CoC can be accurately processed. I understand this will cause a delay as the CoC will need to be manually processed.				

If you need to include extra information:

Select the checkbox:  
 “I need to include additional information so this CoC can be accurately processed...”

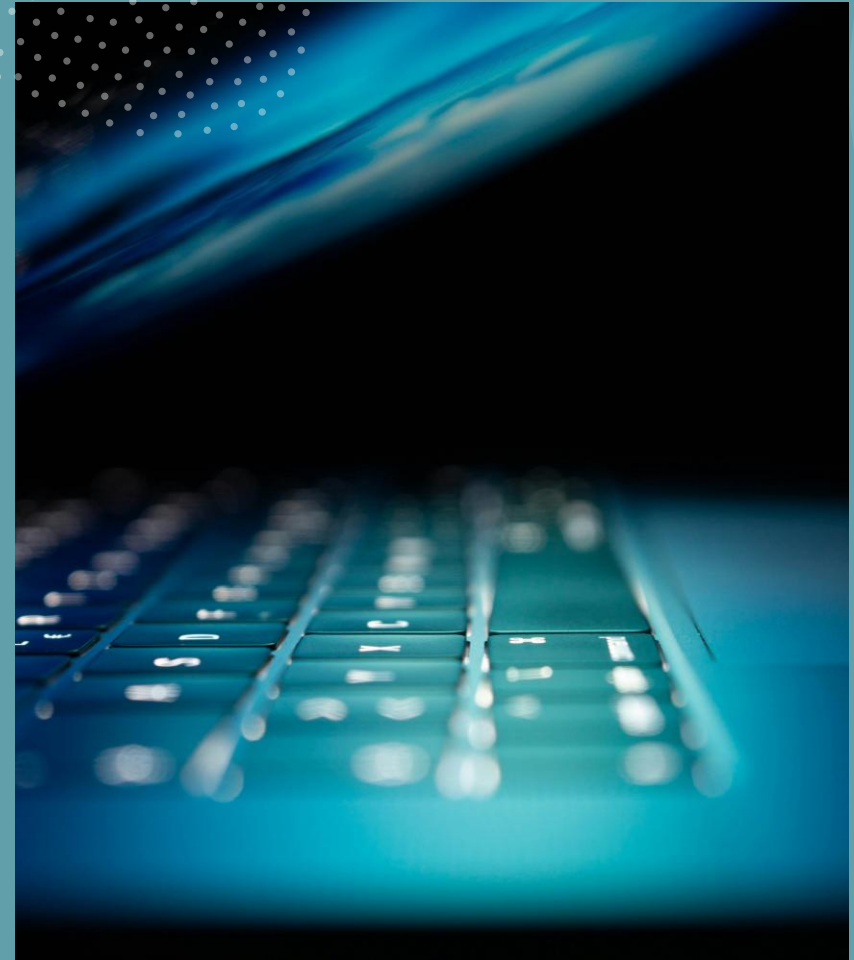
(Note: this will trigger manual processing and may delay turnaround)

Once all CoC details are complete:  
 Select a **Contact** from your organisation

Use the radio buttons in the **Contact Details** section  
 Click **Submit** to send the CoC

# Demo

We will now play a recording demonstrating all of these CoC's ....



You are administering UNLE UNIVERSITY OF LEEDS

- SIS Home
- Student Information Home
- Registration Home
- Attendance Home
- Combined Home
- CoC Home
- Financial Reports
- LLE Applications**
- LLE File Imports
- LLE Provider Transfers
- LLE Manual Registrations
- LLE CoCs
- LLE Financial Reports
- HE Gateway Home

## LLE Applications

Academic Year

**Filters**

Applications     Registration Worklist     Attendance Worklist     CoC Worklist

**Course**

Course Name	<input type="text"/>	Study Mode	<input type="text" value="Select"/>
SLC Course Code	<input type="text"/>	Delivery Method	<input type="text" value="Select"/>
Campus	<input type="text" value="Select"/>	Qualification	<input type="text" value="Select"/>
Level of Funding	<input type="text" value="Undergraduate"/>	Course Fee Amount(£)	<input type="text"/>
Course Start Date (dd/mm/yyyy)	From <input type="text"/>	To <input type="text"/>	

**Application**

CRN or SSN	<input type="text"/>	Current Attendance Status	<input type="text" value="Select"/>
Surname	<input type="text"/>	Registration Status	<input type="text" value="Select"/>
Forename(s)	<input type="text"/>	Application Status	<input type="text" value="Select"/>
Date of Birth (dd/mm/yyyy)	<input type="text"/>	Fee Waiver	<input type="text" value="Select"/>
Domicile	<input type="text" value="Select"/>	Tuition Fee Payment Includes Loan Amount	<input type="text" value="Select"/>
Bank Details Held	<input type="text" value="Select"/>	Tuition Fee Payment Includes Student Amount	<input type="text" value="Select"/>
Valid NINO Held	<input type="text" value="Select"/>	Student Bursary Consent to Share	<input type="text" value="Select"/>
Transferred Indicator	<input type="text" value="Select"/>	Sponsor Bursary Consent to Share	<input type="text" value="Select"/>
Last Updated Date (dd/mm/yyyy)	From <input type="text"/>	To <input type="text"/>	Number of Records to Display per Page <input type="text" value="50"/>

[Clear Search & Results](#)    [Display Results](#)    [Export Results](#)

### Application Search Results

No search has been performed yet

[Home](#) | [LLE Applications](#)

A thick, orange, L-shaped bracket is positioned to the left of the title, pointing towards the text.

# Abandonment Process

# Abandonment Process

Abandonment is where a student does not return to a later course year of an eligible module or course without notifying their HEP.

This term is intended only for those students who do not return to study after completing a full course year, and do not inform their HEP of a change. For this reason, abandonment is considered a termination of a student's period of eligibility. If the student wishes to return to study in the future, they will be considered a new student. Where a student is transferring to a new provider for a subsequent course year, this does not fit the definition of abandonment, but the student should have informed you of the intended change.

Please refer to the [Withdrawal CoC guidance](#) (to be hyperlinked when published) for students not returning.





# CoC csv Import

# LLE Import Files

## CoC csv Import

The previous chapters explained how to submit Change of Circumstance notifications (CoCs) manually on SIS. This works well for individual students and smaller groups. However, if you have many undergraduate students who need CoCs, you may want to submit these in bulk instead.

You can do this by uploading a csv file into SIS. A CoC file import will let you submit CoCs for:

- Suspension
- Resumption
- Withdrawal
- Transfer
- Repetition – to follow
- Fee and Credit

You must first create a csv file with the relevant CoC information. You can find instructions on how to create the file in the LLE Change of Circumstances Bulk CSV Process technical specification. If you need a copy of this please email [hep\\_services@slc.co.uk](mailto:hep_services@slc.co.uk).

The file encoding must be UTF-8, no other variation.

# LLE Import Files

## CoC csv Import

For the exact header names, formats and further information please see the CoC CSV Bulk Upload Technical Specification.

1. Once you have the csv file ready, go to the **SIS Home** page and select **CoC Home**.
2. Select **Import CoC**.

The screenshot displays the SIS Home interface. On the left sidebar, the 'CoC Home' menu is expanded, and 'Import CoC' is highlighted with a red box. The main content area is titled 'Import Change of Circumstances' and features a red header bar with 'Import CoC'. Below this, there is a text input field for a file path and a 'Browse...' button. A second red header bar reads 'Contact Details - Please select the contact for this Change of Circumstance'. Below this is a table with the following data:

	Title	First name	Surname	Department	Tel	Ext	Email
<input type="radio"/>	Eng	Test	Contact	SIS	4234234234234		821@k.com
<input type="radio"/>	Mr	UNLE	ONE	SIS	0113.222.8851	100	kevin1.baner@slc.co.uk
<input type="radio"/>	Prst	Long	CharacterTest	Longitude Studies	0141.900.900	01234	Long@test.com
<input type="radio"/>	Capt	Test	TESTER	TESTING	6666666666		Tester@yahoo.com
<input type="radio"/>	Lady	Ada	Singh	SIS	0141825423		adesingh@slc.co.uk
<input type="radio"/>	Princess	Briana	Fraser	SIS	0141820625		Briana@slc.co.uk
<input type="radio"/>	Lord	Jame	Fraser	SIS	0141807253		Jame@slc.co.uk

A 'Submit' button is located at the bottom right of the table.

# LLC Import Files

**Import Change of Circumstances**

**Import CoC**

Please specify a file (.xml):

**Contact Details - Please select the contact for this Change of Circumstance**

	Title	First name	Surname	Department	Tel	Ext	Email
<input type="radio"/>	Eng	Test	Contact	SIS	4034034034034		801@8.com
<input type="radio"/>	Mr	UNLE	ONE	SIS	0113 222 8855	100	kevin1.trainer@slc.co.uk
<input type="radio"/>	Prof.	Long	CharacterTest	Longitude Studies	0141 200 200	01234	Long@Test.com
<input type="radio"/>	Capt	Test	TESTER	TESTING	00000000000		Tester@yahoo.com
<input type="radio"/>	Lady	Ada	Singh	SIS	0141625423		adasingh@slc.co.uk
<input type="radio"/>	Princess	Briana	Fraser	SIS	0141920625		Briana@slc.co.uk
<input type="radio"/>	Lord	Jamie	Fraser	SIS	0141907253		Jamie@slc.co.uk

3. Select **Browse** to find the file you want to upload.

4. Use the radio buttons to select your username from the list under **Contact Details**.

5. Select **Submit** to import the file.

You should check your Attendance Worklist to confirm Attendance Codes when a reassessment takes place.

You can find more [information on checking for previous attendance confirmations](#) in the attendance confirmation section of this guide.



# LLE File Import Results

# LLE File Import Results

The LLE File Import Results page will tell you if your file has passed validation and if any errors need correction.

Go to the **LLE Import Files** menu and select **LLE File Import Results**. This will open the file type selection.



The screenshot shows a web interface for "LLE File Import Results". At the top left is a folder icon and the title "LLE File Import Results". Below this is a red header bar with the text "File Type". Underneath the header is a horizontal row of three radio button options: "Registration", "Attendance", and "CoC". Each option is preceded by an unselected radio button.

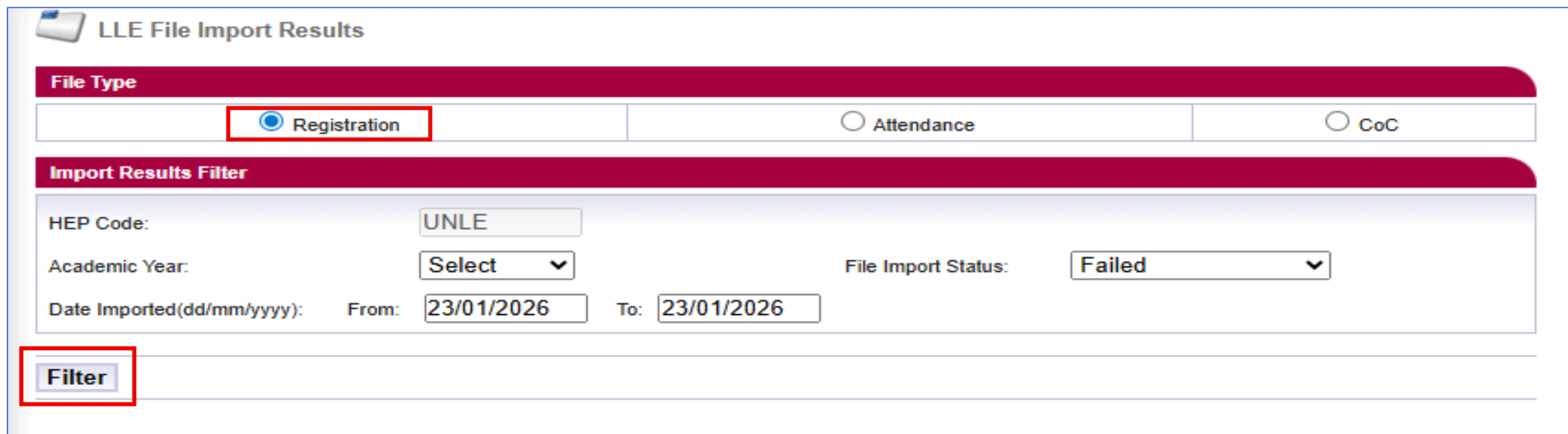
There are 3 different imports you can view, by selecting their own radio button:

- Registration
- Attendance
- CoC

# LLE File Import Results

## Registration Import Results

After you have selected the Registration radio button, the Import Results Filter will appear.



The screenshot displays the 'LLE File Import Results' interface. At the top, there is a header 'LLE File Import Results' with a folder icon. Below this is a 'File Type' section with three radio buttons: 'Registration' (selected and highlighted with a red box), 'Attendance', and 'CoC'. Underneath is the 'Import Results Filter' section, which includes several input fields: 'HEP Code:' with a text box containing 'UNLE', 'Academic Year:' with a dropdown menu showing 'Select', 'File Import Status:' with a dropdown menu showing 'Failed', and 'Date Imported(dd/mm/yyyy):' with 'From:' and 'To:' text boxes both containing '23/01/2026'. At the bottom left of the filter section, there is a 'Filter' button highlighted with a red box.

After selecting the filter button, this will bring up a list of all submitted registration import files.

# LLE File Import Results

## Registration Import Results

**Import Results Filter**

HEP Code:

Academic Year:  File Import Status:

Date Imported(dd/mm/yyyy): From:  To:

**Filter**

HEP Code	Academic Year	File Name	Date and Time Imported	User	File Import Status	Days Left	Last Updated Date and Time
UNLE	2026	<a href="#">Wrong_Reg.txt</a>	09/01/2026 15:39:50	HECKENM1	Failed	11	09/01/2026 15:39:50
UNLE	2026	<a href="#">Wrong_Reg.txt</a>	09/01/2026 15:42:10	HECKENM1	Failed	11	09/01/2026 15:42:10
UNLE	2025	<a href="#">30k_reg.txt</a>	27/01/2026 15:19:34	MN1	Failed	29	27/01/2026 15:19:34
UNLE	2025	<a href="#">7178-Reg-50k.txt</a>	27/01/2026 17:12:51	CRANSTKE1	Failed	29	27/01/2026 17:12:51
UNLE	2025	<a href="#">7178-Reg-50k-1.txt</a>	27/01/2026 17:43:13	CRANSTKE1	Failed	29	27/01/2026 17:43:13

5 records found  
Displaying page 1 of 1

1

The following headers will display on the page:


- HEP Code, Academic Year, File Name, Date and Time Imported, User, File Import Status, Days Left, Last Updated Date and Time

The filenames in this list act as hyperlinks. Select a filename to view the details of the records in that file.

# LLE File Import Results

## Attendance Import Results

After you have selected the Attendance radio button, the Import Results Filter will appear.

 **LLE File Import Results**

**File Type**

Registration  **Attendance**  CoC

**Import Results Filter**

HEP Code:

Academic Year:  File Import Status:

Date Imported(dd/mm/yyyy): From:  To:

**Filter**

After selecting the filter button, this will bring up a list of all submitted Attendance import files.

# LLE File Import Results

## Attendance Import Results

**Import Results Filter**

HEP Code:

Academic Year:  File Import Status:

Date Imported(dd/mm/yyyy): From:  To:

**Filter**

HEP Code	Academic Year	File Name	Date and Time Imported	User	File Import Status	Days Left	Last Updated Date and Time
UNLE	2025	Outstanding Attendance Export (62).txt	06/01/2026 09:40:06	CRANSTKE1	Successful	8	06/01/2026 09:40:06
UNLE	2025	Outstanding Attendance Export (63).txt	06/01/2026 10:09:30	CRANSTKE1	Successful	8	06/01/2026 10:09:30
UNLE	2025	Outstanding Attendance Export (64).txt	08/01/2026 17:34:42	KAMBLES1	Failed	10	08/01/2026 17:34:42
UNLE	2025	Outstanding Attendance Export (65).txt	09/01/2026 13:36:26	CRANSTKE1	Successful	11	09/01/2026 13:36:26
UNLE	2025	Outstanding Attendance Export (66).txt	09/01/2026 13:43:10	CRANSTKE1	Successful	11	09/01/2026 13:43:10
UNLE	2025	Outstanding Attendance Export (67).txt	09/01/2026 13:48:12	CRANSTKE1	Successful	11	09/01/2026 13:48:12
UNLE	2025	Outstanding Attendance Export (68).txt	16/01/2026 11:20:56	CRANSTKE1	Successful	18	16/01/2026 11:20:56
UNLE	2025	Outstanding Attendance Export (69).txt	16/01/2026 13:29:46	CRANSTKE1	Successful	18	16/01/2026 13:29:46


8 records found  
Displaying page 1 of 1

1

# LLE File Import Results

## CoC Import Results

After you have selected the CoC radio button, the Import Results Filter will appear.

 LLE File Import Results

**File Type**

Registration  Attendance  CoC

**Import Results Filter**

Date Imported (dd/mm/yyyy): From:  To:

**Filter**

After selecting the filter button, this will bring up a list of all submitted CoC import files.

# LLE File Import Results

## CoC Import Results

LLE File Import Results

**File Type**


Registration
 Attendance
 CoC

**Import Results Filter**

Date Imported (dd/mm/yyyy): From:  To:

Filter

File Name	Date and Time Imported	User	Total Record	Success Count	Failed Count	Days Left	Last Updated Date and Time
SIS-6407.txt	01/01/2026 09:03:42	develop3	3	0	2	63	01/01/2026 09:03:42
SIS-6407.txt	01/01/2026 09:03:42	develop3	3	0	2	63	01/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42
SIS-7213.txt	13/01/2026 09:03:42	develop3	1	0	1	75	13/01/2026 09:03:42

A thick, orange, L-shaped bracket is positioned to the left of the main title, pointing towards the text.

# Automated CoC Processing

# Automated CoC Processing

Our systems will automatically process some types of CoCs on submission via SIS.

Below is a list of exceptions where we might not be able to process the CoC automatically and we will need to process it manually:

- the CoC contains a notepad entry
- the student is deceased
- the cohort has been changed
- a manual assessment has been undertaken on the student's application
- the internal transfer date is after the course start date
- the provider submitting the CoC differs from the previously assessed provider
- current year start date is blank
- withdrawal date is in the future
- course year on the CoC differs from the previously assessed course year
- withdrawal date is before the start of the course or there is no course name entered on the CoC

A thick, orange, L-shaped bracket is positioned to the left of the main title, pointing towards the text.

# Financial Reporting

# Financial Reporting

A low-angle, upward-looking photograph of several modern skyscrapers with glass facades, set against a clear blue sky. The buildings are arranged in a way that creates a sense of height and scale, with lines converging towards the top of the frame.

In the LLE Financial Reports section of SIS you can view:

- Tuition Fee Forecast report
- Tuition Fee Balance report
- Tuition Fee Remittance report
- Blocked Maintenance Payments report
- Negative Balance Report



# Guidance

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Student Loans Company



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