

Courses Management Service (CMS)

Webinar November 2024

Contents

1	LLE Update
2	Service Standards
3	Course Validation
4	Course Collection
5	Roll over Process
6	Key Information and Best Practice
7	Queries and Guidance
8	Any Questions?



LLE Update



The Lifelong Learning Entitlement

DfE is continuing the plans to deliver the Lifelong Learning Entitlement (LLE). It aims to expand access to high-quality, flexible education and training for adults throughout their working lives, helping businesses to fill skills gaps and kickstart economic growth.

They've a one-year postponement to the launch of the programme to:

- ensure that the LLE fully aligns with this government's ambitious vision for the future of the UK's skills landscape
- give education providers the necessary time to prepare for the launch of this new transformational student-finance system
- This means the LLE will now launch in academic year 2026/27 for learners studying courses starting on or after 1 January 2027.

You can find the full information on **GOV.UK**.

Design Principles Of CMS



- Students should be able to easily find their course when they apply
- A student is not made eligible for support unless the course they are on is designated

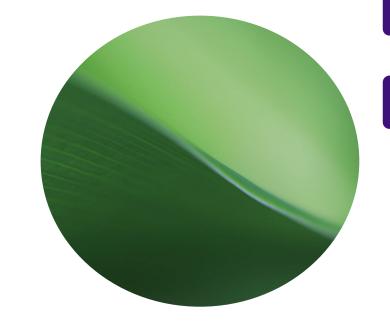
Course Management Service

CMS links into SIS, BAS and other SLC portals to provide course information for assessments. It allows SLC to

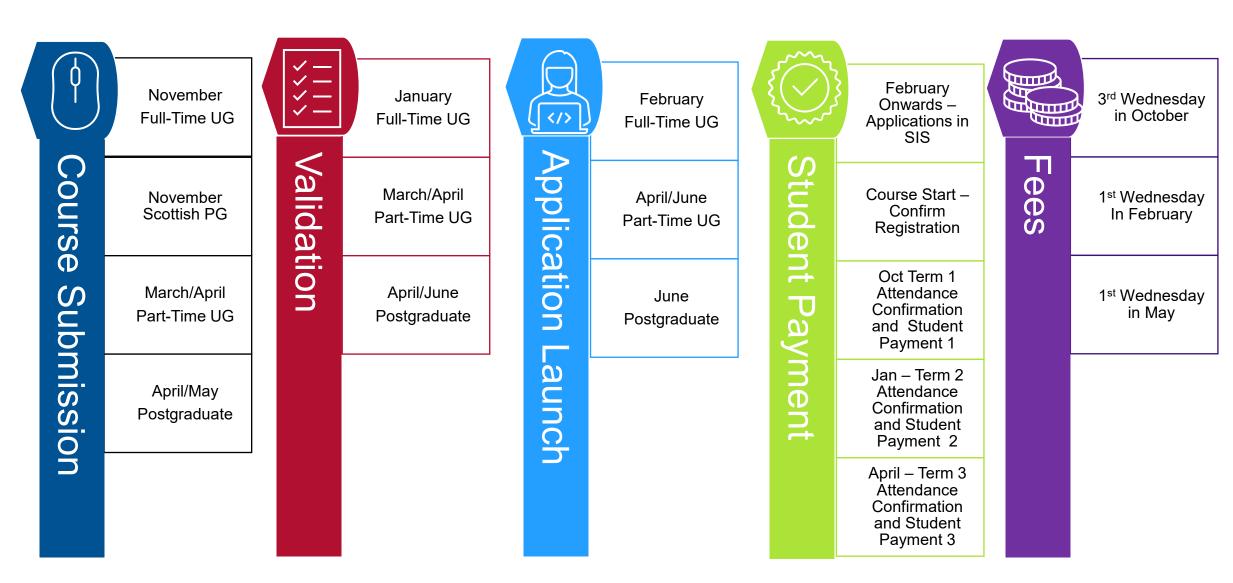
- Hold a complete list of designated courses
- Ensure that payments are accurate, paid on time and to the right location.
- Correctly assess student funding applications.

It will allow you to

- Maintain and manage a central log of your course and fee information.
- Accurately present your courses to applicants through the online application.



Academic Year Timeline



Service Standards



Service Standard – Full-Time Undergraduate

The joint SLC/HEP Service Agreement defines the service exchanges between SLC and Providers for the administration of Student Finance.

This agreement includes Service Standards for both timeliness (Elapsed Time) and accuracy (Right First Time) of course submission.

Service/Process	Right First Time	Elapsed Time
Full-Time Undergraduate course submission	95% by course collection deadline	Universities: 85% submitted by 2 weeks prior to service launch
	99.5% by Service Launch	Colleges: 85% submitted by 1 week prior to service launch
		Specifically designated: Courses submitted as soon as possible after designation award
		(Service launch normally around mid Feb)

Service Standard – Part-Time Undergraduate

The process of submission and validation that takes place with Full-Time undergraduate courses also takes place with Part-Time undergraduate courses.

Service/Process	Right First Time	Elapsed Time
Part-Time Undergraduate course submission	95% by course collection deadline	85% submitted by 2 weeks prior to service launch.
	99.5% by student application launch	(Service launch normally beginning of May)

Service Standard – Postgraduate

The process of submission and validation that takes place with FT & PT undergraduate courses also takes place with Postgraduate Masters & Doctoral courses.

Service/Process	Right First Time	Elapsed Time
Postgraduate course submission	95% by course collection deadline	85% submitted by 2 weeks prior to service launch.
	99.5% by student application launch	(Service launch normally beginning of May)

Course Validation



General Course Eligibility

For a course to be eligible for funding the following rules must apply:-

Must lead to a recognised qualification

Must be provided by an OfS authorised provider

Have at least 50% guided learning must be delivered within the UK

Must have academic years not exceeding 12 calendar months.

Tuition fees and fee loans must be paid direct to a UK bank account

Providers must adhere to guidance from the Competitions & Markets Authority

Tuition Fees / Fee Loan limits must be charged to a maximum regulated amount

Must provide an average 21 hours of self & guided-learning over a minimum 24 weeks

Credit values of courses must be definable

Must be scheduled as 3 academic terms over a year



Validation Process

Service Management will begin course validation as soon as courses are added to the system.



Review course details to identify anomalies which do not comply with guidance and can impact student entitlement



Provide course trackers for providers to review, update and determine required change or justification for anomaly



Providers return completed course trackers to Service Management



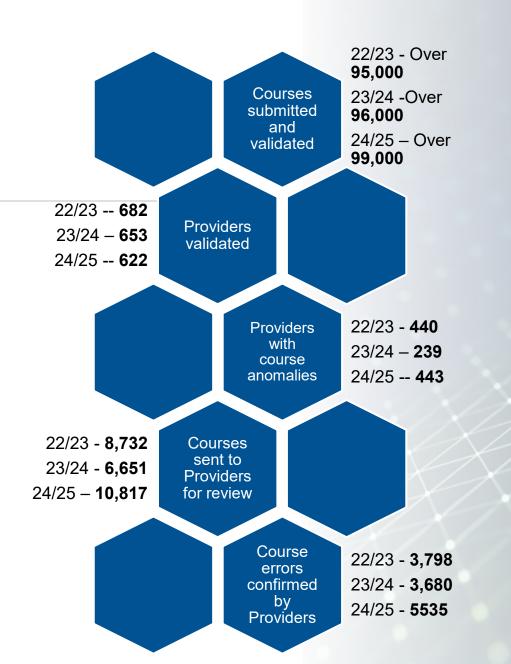
Courses are updated ahead of student application launch to prevent incorrect student assessments



Further course trackers are created as and when anomalies are identified

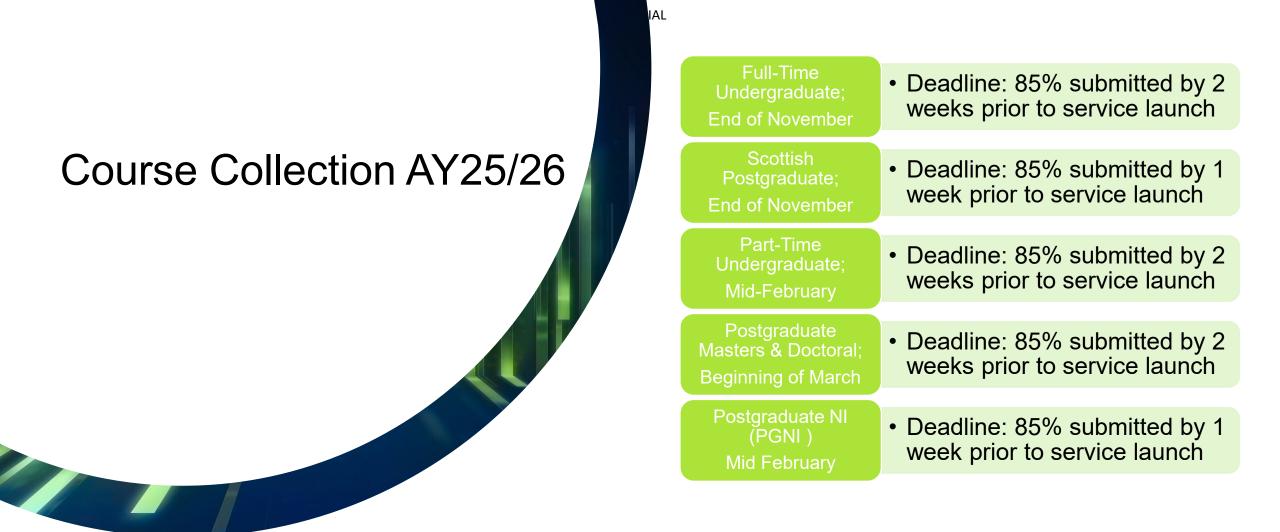
Where course amendments are required, these should be made in advance of the student application launch to avoid students being awarded the wrong funding and the need for reassessments.

Course Anomalies – Full-Time



Course Collection





Course collection dates will differ depending on the service and the domicile.

CMS Team will notify you when opening the service and remind you of the deadline for completion.

Specific Welsh Designation

The duties and responsibilities of HEFCW have transferred to the Commission for Tertiary Education and Research (Medr) as of 1 August 2024.

You must not add courses to Courses Management Service (CMS) until specific designation is granted each AY. Medr can be contacted at regulationadvice@medr.cymru

Who should contact Medr?

English providers

- Any English provider in the Approved category with the Office for Students (OfS).
- Any English provider seeking to offer courses to Welsh students via a franchise arrangement with a partner that is not registered with OfS or is an alternative provider.
- Any SCITT provider seeking to offer courses to Welsh students.

Northern Irish providers

- Northern Irish alternative providers.
- Any Northern Irish providers seeking to offer courses to Welsh students via a franchise arrangement with a partner that is an alternative provider or not registered with OfS.

Scottish providers

- Scottish alternative providers.
- Any Scottish provider seeking to offer courses to Welsh students via a franchise arrangement with a partner that is an alternative provider or not registered with OfS.

Welsh providers

- Welsh alternative providers
- Any Welsh provider seeking to offer courses to Welsh students via a franchise arrangement with a partner that is an alternative provider or not registered with OfS.

Changes to Tuition Fees



Tuition Fees for AY 25/26 (England only)

Maximum tuition fees for undergraduate students starting or continuing full-time and part-time courses at approved (fee cap) providers in 2025 to 2026 academic year will be increased by 3.1%.

These changes will apply from 1 August 2025.

Providers	with	TEF	and
ar	1 APF)	

£9,535 for standard full-time

courses

£11,440 for full-time

accelerated courses

£7,145 for part-time courses

£9,275 for standard full-time

£11,130 for full-time accelerated courses

courses

Providers without TEF and

with an APP

£6,955 for part-time courses

Providers with TEF and without an APP

£6,355 for standard full-time courses

£7,625 for full-time accelerated courses

£4,765 for part-time courses

Providers without TEF or an APP

£6,185 for standard full-time courses

£7,420 for full-time accelerated courses

£4,635 for part-time courses



Rollover Process



Course Integrity

- You should only add designated courses (which are valid for statutory financial support) to the Courses Management Service.
- A course that has been designated under the Student Support Regulations allows eligible students on this course to access loans and grants from the Student Loans Company.
- It is **your responsibility** to ensure that all of the information provided is correct and that the relevant attributes have been added to a course. Course attributes can significantly affect a student's entitlement.
- Whilst SLC conduct validation exercises against courses submitted we are actively looking to you, as Providers, to reduce course database errors through increased self validation.



Roll over Process

All saved open courses from AY24/25 will be presented under new academic year 25/26 tab.

Course totals are dynamic and will reflect the number of unsaved courses still to be updated.

Each course must be saved individually.

Your Provider Profile is controlled by SLC – Check your information and Fee Caps carefully.

User Preferences will assist you when updating term dates.

Multiple intakes will pre-populate if you have already saved a course with the same start month.

Students will only see 'saved' or open courses when making an application.

Course Closures

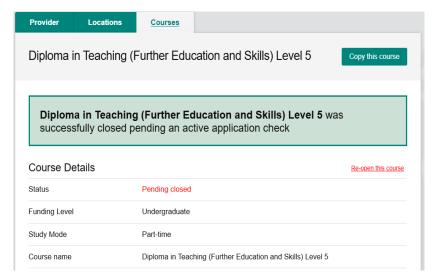
Courses with no approved applications:

- A message is displayed confirming the course to be closed.
- If the second confirmation returns saying that there are approved applications on the course, then the course is reopened automatically.

Courses with approved applications:

 A validation message is displayed "This course cannot be closed as there are approved student applications on

the course".



Close Accounting and Finance?

Closing this course has the following consequences:

- · The course will be closed for every academic year
- · Every variation of the course will be closed
- Existing student applications will not be progressed
- · Reassessments to existing students on this course will fail

Students must be transferred to a valid open course to allow funding to be awarded.

The course cannot be reopened manually. However, if any course variation has active approved applications then the course and all variations will be reopened automatically.

Close this course

Cancel



SLC Course Code/Location ID Changes

SLC course codes have increased from a 6-digit format to an 11-digit format, and our location IDs from 1 digit to 2 digits.

The changes will impact the following technical specifications: CMS – HEP Courses Export

- SIS Attendance and Student Information Import & Export Files
- SIS Change of Circumstances File Upload
- SIS Change of Circumstances CSV Bulk Upload
- These changes will come into effect in mid-November for CMS -

You can find the revised documentation on the HE Gateway Home page, under the **Technical Specifications for SIS/CMS section**.

• If you have any Scottish students, there are some files that Student Awards Agency Scotland (SAAS)and HEPs exchange that include SLC course code, these will need to be updated also. Contact SAASEvents@gov.scot if unsure.



Term dates are extremely important, they dictate when students will get paid loans and grants but also have an impact on students' entitlement in regard to course length.



- Two semesters rather than three separate terms.
 SLC pay students at three points in academic year so dates for three terms are still required.
- Term dates must reflect as closely as possible the study pattern of your students.
 - You should use holiday periods in the second semester as a natural break for your terms.
 - You must make sure that your term start dates reflect when your students are in study.
- Refer to CMS guidance on Policy Regulations when submitting Term Dates.



Your term dates should be linked to the season which your course begins and there are restrictions as to the earliest a term can begin.

Season Start	Term 1 No Earlier Than	Term 2 No Earlier Than	Term 3 No Earlier Than
Autumn (Aug-Dec)	1 st August	1 st January	1 st April
Winter (Jan-Mar)	2 _{nd} January	1 st April	1 st July
Spring (Apr-Jun)	1 st April	1 st July	1 st January
Summer (July-Aug)	1 st July	1 st January	1 st April



Important points to note











Freshers'
Activities should
not be counted
as weeks of
teaching unless
students are
attending
lectures

Holiday periods
should always be
accounted for,
not included
within term, but
adjust term
length

Exam Periods

in teaching
weeks, but
awaiting results
cannot nor can
external exam
resits.

Bank Holidays and Weekends

should be avoided unless course does start on these dates **Long Courses**

Where course length exceeds 30 weeks and 3 days, this may result in additional student support



Key Information & Best Practice



Long Courses

The course length calculator within CMS will automatically calculate course length and display this on screen.

You will see a validation message when submitting term dates over 30 weeks and 3 days.

It is the responsibility of Higher Education Providers to confirm these dates are an accurate reflection of the teaching provided to students attending this course, and are aligned to the institutions academic schedule in accordance with SLC Guidance ...

Long course

You have entered term dates which run for **longer than 30 weeks and 3 days**. Students attending this course may be eligible for additional funding.

Confirm these dates are accurate:

This is a long course

Add this Course



Weekend Course Start Dates

On all course types, when entering your term dates, if you enter a date which is on a weekend, the following message is displayed.

By selecting the check box, you are confirming the course does start on a weekend and you can continue to add your course details.

This enhancement has been added to help avoid common term start date errors at the point of course submission.

It is the responsibility of Higher Education Providers to confirm these dates are an accurate reflection of the teaching provided to students attending this course, and are aligned to the institutions academic schedule in accordance with SLC Guidance 2.

Weekend course

You have entered term dates which include term dates that start on a weekend.

Confirm these dates are accurate:

This course has weekend term start dates



Attributes & Flags

The course attributes will display options which are available to indicate a course is 'non-standard'.

Placement attributes can be applied to more than 1 year of a course and can also impact on fees.

- Distance Learning flag MUST be added where course is fully delivered by distance learning.
- NHS bursary funding for Nursing, Midwifery and Allied Health Professional courses.
- Dental Hygiene/ Therapy courses are assessed differently from some standard NHS courses.
- Paramedic courses may attract NHS support, so applications need to be manually checked.
- Medicine/ Dentistry student support varies for undergraduates and graduates.
- DO NOT select the NHS Bursary flag as well.
- Intercalation only available for undergraduate courses.

Can't be higher than first degree level and leads to more than one qualification, either as an optional or an integral part of the course.

HTQ is available for both full-time and part-time courses that have IFATE approval. It's critical that you set up appropriate courses with the HTQ attribute.

Available Course Years

- Using the Available Course Years function, Providers have the ability to 'Phase Out' a course.
- This can be done by restricting students from applying to year 1 of the course by setting year 1 to either 'No Students' or 'Returners'.
- Similarly, Providers may wish to 'phase in' a course by only making years 1 or 2 of a course available and restricting the year 3 to 'No Students'.
- Providers are able to select academic years on courses that are specific to either all students, returners only or new students.
 Courses will default to all students.
- We encourage Providers to use this functionality rather than using the close course function.

Locations

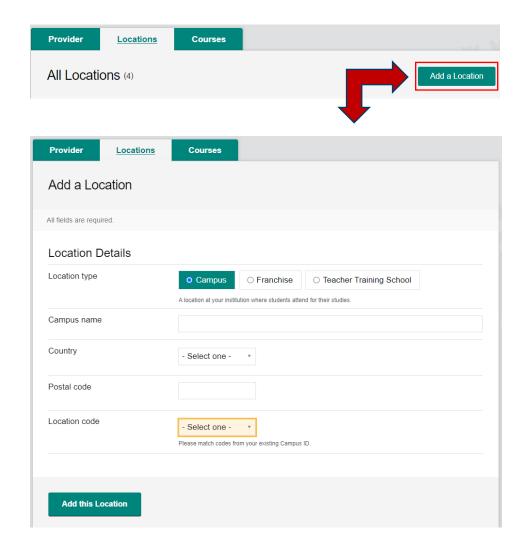
Courses can be offered at various campus or franchise locations

This can have an impact on a student's entitlement if you have a campus based in London or vice versa for London based institutions

If you need to add a new location, you can easily do this from the Locations page. Just click 'Add Location' and you will be asked to describe whether the new location is a campus, franchise or teacher training centre

Please note, if when searching for a franchise location you cannot find it, you must contact partner support desk

You can also add a bespoke campus name and select an alphanumeric campus code



Franchise Partnerships



When a lead provider, enters into a franchise agreement with another provider, or, the lead provider holds responsibility for all aspects of Student Finance.



Courses must be set up accurately so that students can apply for the correct course.



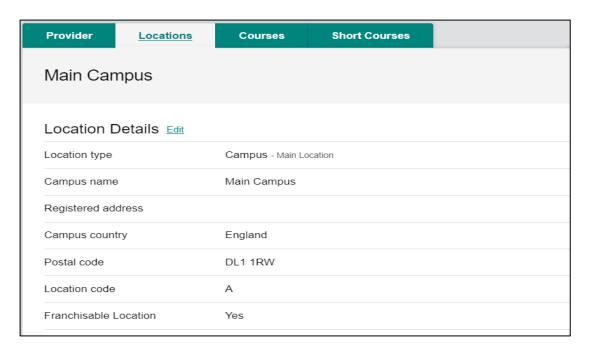
For new partnerships, a meeting with you and the franchisee to outline the service standards requirements for timeliness and for accuracy or right first time (RFT).



Where appropriate and on an ongoing basis we'll share a franchise level breakdown of performance to help you identify where you can make improvements.



Franchisable Locations

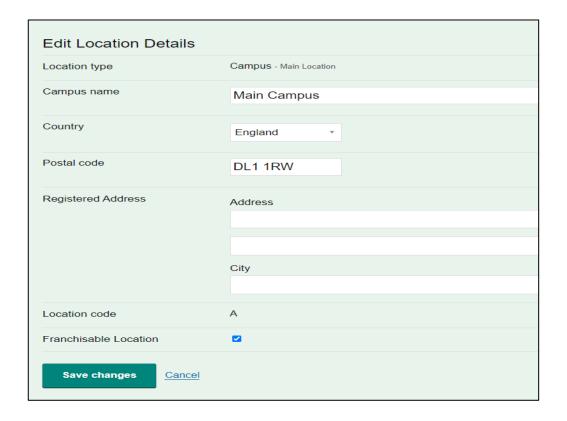


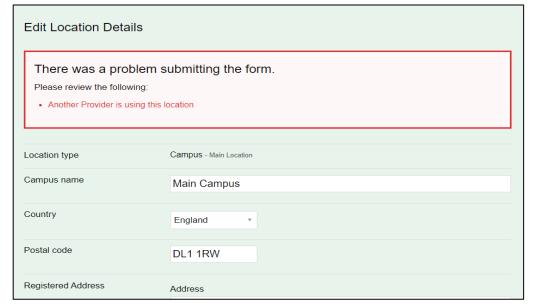
Provider <u>Locations</u> Courses	Short Cour	ses		
All Locations (6)				Add a Location
LOCATION	POSTAL CODE	TYPE	LOCATION CODE	FRANCHISABL LOCATION
1516 provider, Main campus	EH25 9AP	Franchise	В	-
1516 provider, Test franchise	LK34 9HU	Franchise	С	-
Abertay University, Forfar For Good	FF1 1AA	Franchise	Q	-
asdasasda	DL1 1RW	Campus	R	Yes
Kev Provider name_TESTv1, kev Campus name	KA13 6EJ	Franchise	0	-
Main Campus Main Location	DL1 1RW	Campus	А	Yes

- Franchisable locations is an enhancement made to CMS which gives HEPs the opportunity to manage their locations with franchisees
- Any campus that a HEP has will now have an additional column saying franchisable location, this will allow the HEP
 to decide which campuses other HEPs can see when adding their franchise locations to CMS. Only locations that
 have yes will be able to be seen by other providers when searching for franchise locations

Franchisable Locations

- This can be edited by the HEP at location creation, or at any time by unticking the franchisable location box. We would
 expect only locations where active franchise partners are using the campus to be ticked.
- If a HEP attempted to edit the franchisable location to no whilst another provider was currently using the location, validation in CMS will stop it being changed and a error message provided. We would expect the HEP to contact their franchise partner and/or SLC if there was a concern about the location being used incorrectly







Qualifications

Education courses:

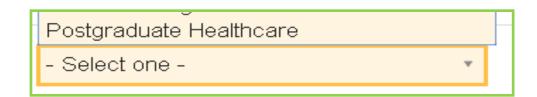
Only a School Centred Initial Teacher Training (SCITT) Provider should use the qualification type Postgraduate ITT with QTS.

All other Providers should select one of the following

- Certificate in Education
- Post Graduate Certificate in Education
- Professional Graduate Certificate in Education

Postgraduate Healthcare (English Domiciled Students only):

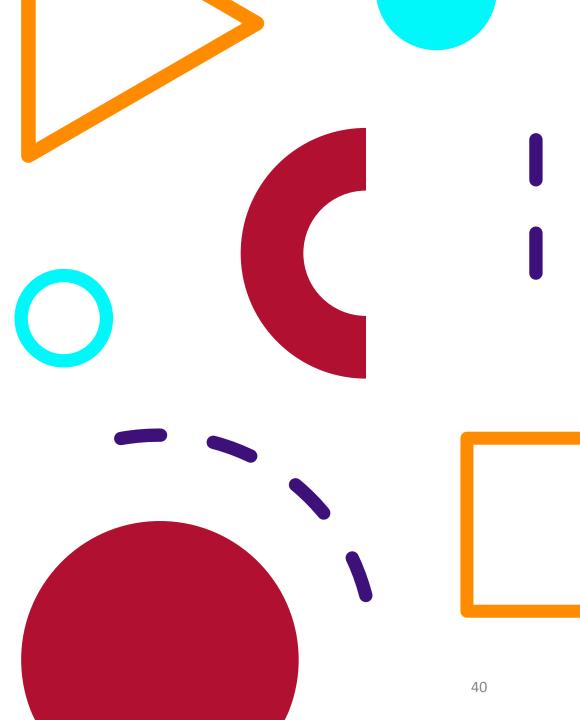
- Level 7, Allied Health Profession courses, pre-registered, in full-time attendance for a minimum of 2 years are funded as Undergraduate.
- Add to CMS as Undergraduate level of study and qualification type Postgraduate Healthcare



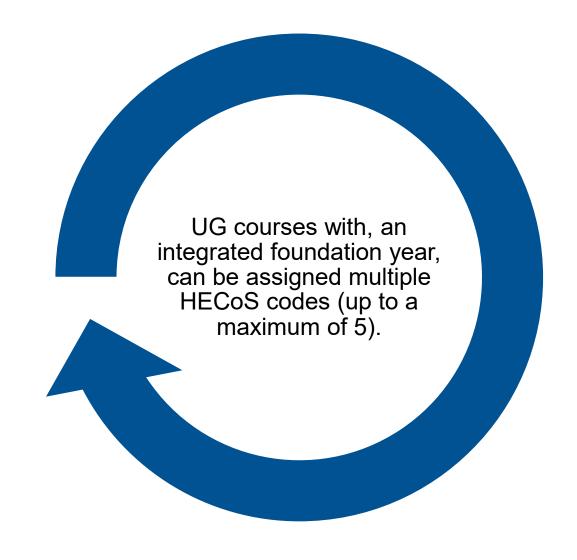


Lower Fee Limit Foundation Years

- AY 25/26 will see the introduction of new lower-fee limits for "classroom-based" foundation years, with a maximum fee limit of £5,760.
- The term "classroom-based" refers to subjects currently in OfS Price Group D. The course content is taught in a classroom setting and does not include laboratory, studio, or fieldwork elements.
- Courses to which this lower-fee limit applies will be determined in reference to the list of HECOS codes under the specified CAH 03 groupings
- All other foundation years will continue to be charged at the higher-fee foundation year study limit which has a maximum fee limit of £9,535.



Foundation Years with multiple HECoS codes



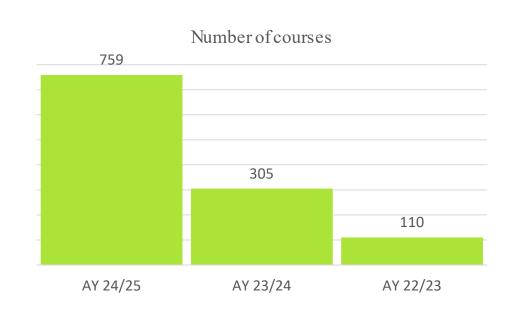


Higher Technical Qualifications (HTQs)

An eligible course must be:

- •IFATE approved
- •level 4 or 5
- at least one academic year in duration
- •provided by or in conjunction with an Office for Studentsregistered provider in England
- •offered by an awarding body with degree awarding powers (or foundation degree awarding powers, where applicable)

English students may be entitled to Part-Time Maintenance Loans for these courses. You must add the HTQ attribute so we can correctly assess them.



Fees

The Provider Fee Cap will be the maximum approved by;

- The Office for Students (OfS)
- Commission for Tertiary Education and Research (Medr).
- The Department for the Economy Northern Ireland (DfENI)
- Student Awards Agency Scotland (SAAS)

This Fee Cap is set for both Full-Time and Part-Time courses.

When you enter fee information at course level, you will not be able to enter a fee rate higher than your Fee Cap.

Remember to amend the fees where Policy Regulations or specific course/course year dictates, such as;

- Final Year Cap
- Placement/Study Abroad
- Year 0
- Internal decisions to alter fees for year-on-year changes

AY 25/26 – ARB Accreditation Changes

Current policy

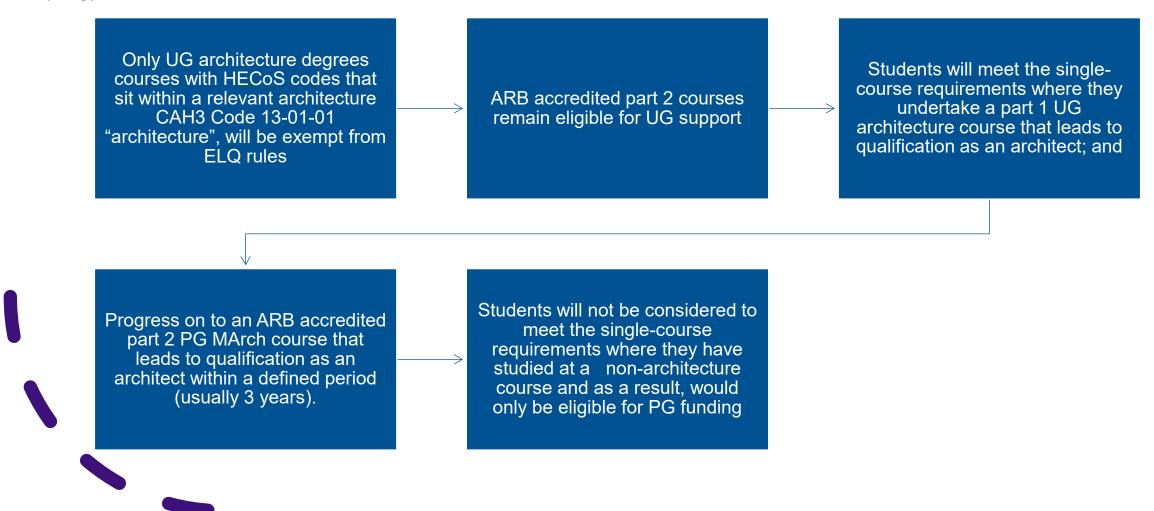
- Two primary "exception" rules exist for architecture courses
- Students who already hold an ELQ can still qualify for ML
- Part 2 courses can qualify for UG funding, provided the student's study course meets the definition of a single course.
- A course leads to qualification where completion of the course leads to registration with ARB.

Current process

- check that the part 1 or 2 course, appears on the ARB list.
- If the part 1 course appears on this list, the SLC would assess a student for ML under ELQ exemption.
- If both part 1 and part 2 appear on this list, assess the student as being on a single course of architecture study

AY 25/26 – ARB Accreditation Changes

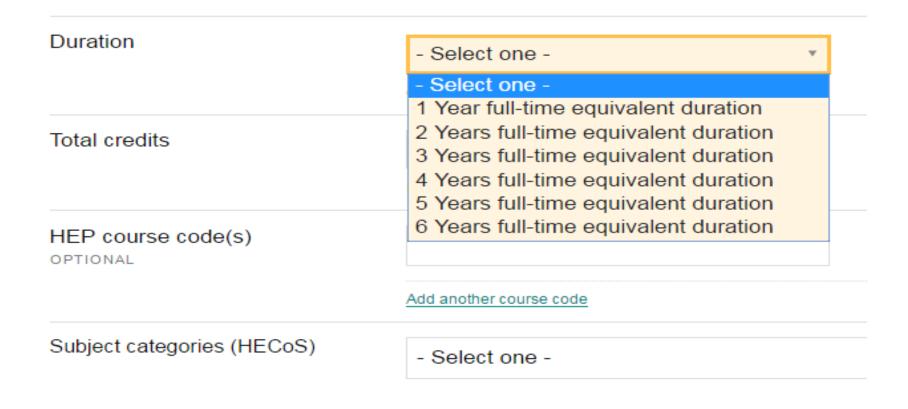
DfE/WG/DfE NI have confirmed that:



Part-Time Undergraduate Courses

For a student to be eligible for Part-Time funding they need to be studying a minimum intensity of 25%.

For example. A four-year course studied at 25% intensity would mean the student would study over sixteen years. You would select 4 Years Full-Time Equivalent Duration.





Full-Time Equivalent Durations

1 Year > 2 Year > 3 Year > 4 Year > 5 Year

CertHE
HNC
Honours
Degree (1
Year Top-Up
or 1 Year
Intercalation)
PGCF

DipHE HND Foundation Degree Honours Degree (2 Year Top-Up or Accelerated)

Ordinary Degree Honours Degree (Full Course) Honours
Degree (With
Integral
Foundation
Year or With
Integral
Placement
Year or With
Study
Abroad Year)
Integrated
Masters
Degree

Honours
Degree (With
Integral
Foundation
Year And
either
Integral
Placement
Year or
Study
Abroad Year)

It is important that you submit an accurate duration for your course.

You should enter the 'full-time equivalent' (FTE) duration of the part-time course you are submitting. You should not enter the duration of the part-time course.

Where you do not have a full-time version of the part-time course, you should choose the duration that the full-time course would be (if there were one).

Part-Time Credit Value

- To allow SLC to accurately assess a student's eligibility for Part-Time Maintenance Loan funding, we require you to enter the number of credits the students achieve on completion of the entire course.
- You should not enter the number of credits achieved in an individual academic year.
- A year of Full-Time study generally equates to 120 Credits. This is not always the case and the information you submit must be correct for the individual course as it will be used to assess the student's eligibility and entitlement.
- More detailed guidance is available on the HEP Services website.

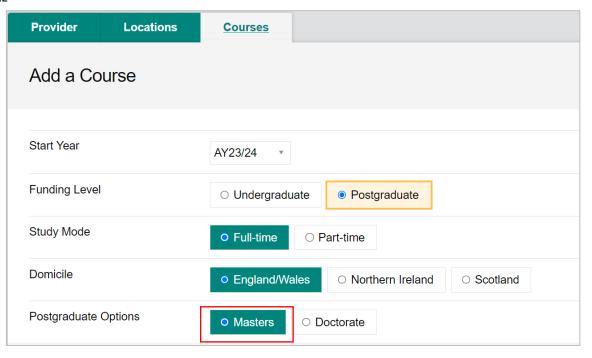
OFFICIAL

Postgraduate Masters Loans by Domicile Scotland **Postgraduate** Ireland 🗸 **Masters England** Wales Wales England Scotland Northern Ireland Loan & Grant to **Tuition Fee** Loan to Student Tuition Fee & Loan Student

England & Wales

Designation:

- When you select the England/Wales radio button during the initial course set up the designation is automatically checked for both England & Wales
- However, one can be unticked if you only want it designated for England or Wales
- Please remember to review these flags before saving the course to ensure that they are set up correctly where the policy differs







England & Wales

Qualification: Select 'Research' or 'Taught' Masters

Duration: Please ensure that for PT courses, you select the right option depending on domicile

- In England, If you're offering part time versions of your full-time courses, students must be able to complete the part-time version in no more than twice the time it takes to complete the full-time equivalent. Otherwise, it cannot be a designated course
- For example, if a you offer a 1-year full-time course part-time over 3 years, the 3-year part time version cannot be designated. You must not add non-designated courses to CMS
- In Wales this restriction does not apply, and part-time courses can be up to 4 years regardless of whether there is a full-time course or not

<u>ENGLAND</u>			
<u>FT Version</u>	<u>PT Version</u>		
1 year	1 year FTE		
2 years	2 years FTE		
No Version	2 years No FTE or 3 years No FTE		

<u>WALES</u>		
PT Version		
1 year No FTE		
2 years No FTE		
3 years No FTE		
4 years No FTE		



Best Practice



All courses with active students must be rolled over (saved) each academic year.



Do not close a course.

Students in England and Wales only apply once but the course **must** remain open and 'saved' for the duration of their studies.



If you no longer wish to offer this course to new students: Set the available course years to 'No students'

Students currently linked to that course will continue to receive PGL funding.

Domicile - Northern Ireland

Eligible qualifications:

- Postgraduate Certificate (PgCert)
- Postgraduate Diploma (PgDip)
- Postgraduate Masters (PgM), Research or Taught

Duration:

Full-Time & Part-Time courses with a duration of 1, 2 or 3 years.

Fees:

In Northern Ireland a PG Tuition Fee Loan up to £6,500 per course is paid to the Provider so you will need to add Fees on CMS.

From AY 24/25 the same funding package is available for NI students studying in ROI.





Domicile - Scotland

Eligible qualifications:

- Postgraduate Diploma (PgDip)
- Postgraduate Masters (PgM) Research
- Postgraduate Masters (PgM) Taught

Duration:

Postgraduate Diploma:

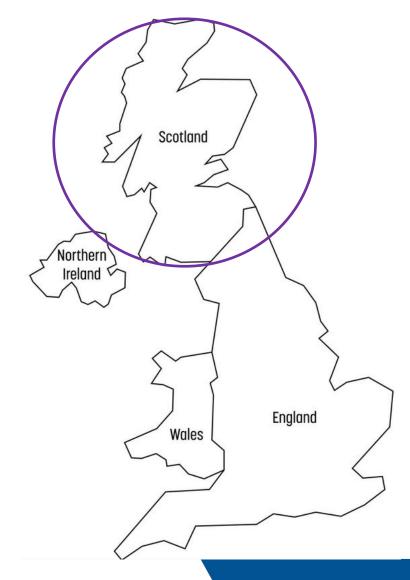
- Full-Time 1 year
- Part-Time 2 or 3 years

Postgraduate Masters (Research or Taught):

- Full-Time 1 or 2 years
- Part-Time 2, 3 or 4 years

Fees:

Enter the full course fee amount. If your course is more than one year in duration, split your fees equally across all years of the course.





Postgraduate Doctoral

Postgraduate Doctoral Loans are only available in England and Wales. The course set up is similar to England/Wales PG Masters.

Do not use generic course titles.

Qualification is limited to Postgraduate Doctorate.

Duration is a minimum of 3 years and a maximum of 8 years. Intensity studied in each individual year is not part of doctoral policy.

Right First Time Errors

Making a mistake on your course submission could mean that all of the impacted students' applications need to be reassessed by SLC and their financial entitlement adjusted.

Live Cycle

 Once the student application cycle is live and students have started to apply for your courses, if you make any changes then all students attached to the courses concerned will need to be reassessed.

Financial Entitlement

If you have altered the course significantly
 (such as changing the Term Dates) this can
 alter the students' entitlement as UG funding is
 based on days/weeks in study.



Course Changes



For AY 24/25 so far, 9067 courses were changed that required any students on them to be reassessed. These changes were made after the student application launch



We would encourage any changes to be made to courses (if necessary), to be made at least 2 weeks prior to student application launch



For any change that is made after student application launch is open, you **must** contact us **before** you make the change



For changes made after student application has launched, you must contact ssin_queries@slc.co.uk and you will be asked to fill in a course change form **before** you make the change on CMS



Queries & Guidance



Further Guidance

For guidance information for SIS, CMS, BAS, the Service Agreement and news please visit the HEP Services website:

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



Or contact your Regional HEP Account Manager

Contact the Partner Support

Desk

E-mail

HEP Services@slc.co.uk

Phone

0300 100 0642



Question Time



