

Short Course Loan Trial

Transcript

Lisa Davenport

Hi, good morning and welcome to today's short course trial session.

I'm Lisa Davenport, Senior Service Manager within the Partner Services Division.

Today I'm joined by Ben Rutter who's one of our Funding Information Services Account Managers.

And Jon Legg one of our HE Account Managers.

So in today's session of short courses we're going to provide you with information to allow your students to access the funding available to them.

We're going to look at the end-to-end process to equip you with the knowledge to complete your course submission and attendance management activities.

And if you're just – what we're going to do is we'll just keep the questions to the end so the people who have joined virtually if you can just add your questions online and we'll get to them at the end of the session.

So to break it down we're going to look at the purpose of the short course trial, provider and course eligibility, student eligibility, how to add your course to CMS.

Look at some the attendance management activities, a timeline and then a summary to finish.

So what is the purpose of the trial?

As a key part of the lifetime skills guaranteed – guarantee [unclear 1:12] prime minister in September 2020, the DFE want to create conditions to deliver transformative lifelong loan entitlement as quickly as possible.

The LLE will enable radical change and culture among students, providers and employers moving towards fixable earning, facilitating people to gain new skills and qualifications and retrain at different points in their lives.

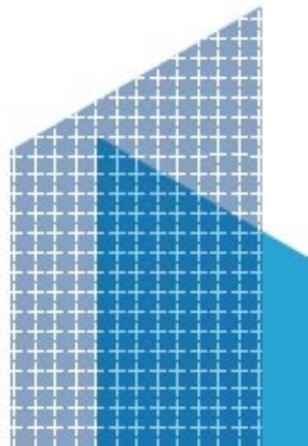
The LLE will require significant legislative delivery and sector changes.

So the introduction of the short course trial is intended to test underpinning key assumptions of how students, employers and providers respond to key aspects of the LLE.

For example, the opportunity to – for more flexible study.

This will better inform the development of the LLE policy.

So short course trial period will also provide valuable insight and sector readiness, including preparing providers for radical changes to the system, understanding the demand for flexible learning and testing changes to SLC systems and processes.



So moving to provider and course eligibility.

First we're looking at provider eligibility.

At DFE's request, the OfS conducted a Challenge Competition allowing providers to submit proposals to enable them to offer short courses at levels 4-6.

There are 22 successful providers able to offer courses funded by the short course tuition fee loan for the duration of the trial period.

All providers are registered with OfS, and their courses meet the requirements in relation to definition, level of study, duration, course subject, credit value and the fee charged.

And then moving on to course eligibility.

So the short course trial period will run between the 1st of September 2022 and the 31st of August 2025.

The credit value of a course must be the 30 or 40 credits.

The levels are either 4, 5 and 6.

The duration is no more than 12 calendar months from the first day of the course and there is no minimum duration.

The maximum fee loan for a 30-credit course is 2,310 and for a 40-credit course it's 3,080.

And the maximum fee charged must not exceed the fee loan available.

Successful providers will deliver the courses [unclear] in key subjects and themes such as STEM, education, digital innovation, healthcare, and courses with a clear link to meeting Net Zero.

So other considerations around the course eligibility, the mode of study, there is no restriction on the mode of study, it can be full-time or part-time.

There will be no minimum [unclear] requirements for the designated course.

Loans are available for designated short courses delivered by distance learning.

Courses must consist of a structured learning carried out within the UK and therefore cannot consist of any periods of work placement or study abroad.

Where a student is undertaking structured learning carried out in the UK in a workplace setting this may form part or all of the short course.

So next we're going to look at the policy around student eligibility and we'll also take a look at the student application process.

Oh, sorry, I'm clicking too far.

So personal eligibility for the short course tuition fee loan will follow the requirements that apply to other HE funded products.

So there is no upper or lower age limit.

Students must be ordinarily resident in England on the first day of the short course.

Students may study multiple short courses concurrently and receive up to four fee loans.

There are no restrictions on why a student cannot receive funding for another FE or HE course concurrently to studying an HE short course.

However, the intention of the trial is to look at how people who are currently are not studying may use these courses so therefore we don't want to promote these courses to people who are already within the HE or FE sector.

Other funding does not have an impact on the student's eligibility.

And students can become eligible after the start of their course under the event provisions and will qualify for a full fee loan support on the condition that the event occurs during the period of the course for which they are applying for support.

So the period of eligibility for an HE short course tuition fee loan will start on the first day of the course and end on the course end date unless the student's eligibility is terminated early.

Students who have been assessed as eligible for support will be deemed to be eligible for support for other designated short courses that they start within 12 months of the start date of their previous course.

In these instances SLC will not have to re-establish the student's eligibility for support for the new course provided there's not been any changes to impact the period of deemed eligibility.

Where a student applies for further – for a further short course for support after the existing period of deemed eligibility has ended, SLC will be required to re-establish the student's eligibility for support.

And then repayment. So a short course tuition fee course repayment, they start on the tax year following the course end date.

So for example a student starting a short course in September 22 will enter repayment on the 6th of April 2023.

The statutory repayment due date will be set independently for HE short course that the student undertakes.

The earliest date a short course tuition fee loan can enter repayment is the 6th of April 2023.

So the application service is expected to open from early summer 2022.

Students are required to submit an application for each loan although up to four loans can be applied for and the same form is necessary.

Students will register online to generate a CRN, then they'll be directed to the place on the website where they can download the paper application form.

Students should apply by digitally completing and uploading an e-application form or submitting by post.

But the form should always be completed digitally, and we would encourage students to submit it by uploading it online.

We are aware that the paper application form is not the best approach, however given the tight timescales for delivering this project it's the approach that we had to go with implementing.

And the intent is that we will deliver online functionality at a later time point.

So to help ensure students apply to the correct course we're asking providers to include certain information on their offer letters to students.

Providers are reminded that the details should match exactly what is on CMS.

This is vitally important due to the manual aspect of the application process.

A template letter will be created and shared with providers.

You can choose to use the template or just use the sections from that you wish and implement it into your own template.

So the required information would include the provider's name and address, the campus location, course name, course fee, course duration, the start and end date, the qualification level, mode of delivery, the course code, and finally, the course credit.

So now that we've covered the eligibility rules, we'll move on to how to add your course to CMS.

So providers who have been awarded designation for the short course tuition fee loan trial will have a short course section added to CMS by SLC.

The short course section will appear as a new tab along the top of the page after the existing courses tab.

On clicking the short courses tab you will then be presented with your short course listings.

Now, obviously on your first viewing you're going to have no courses until you start submitting them.

And as you can see this is just a wireframe as the system is still in development.

So if you can just bear with us and use your imagination to visualise the SLC branding across this page.

For those of you who are familiar with CMS you'll notice that this is a slightly different layout to the current design.

There's a left-hand menu bar, it's going to allow for easy navigation through the system.

And this is something that we hope to introduce in future for all products.

So to create your new course you would just simply click on the button 'create new course'.

So with short courses the functionality around creating a course is going to slightly differ to the current process.

Firstly, you're going to create an umbrella course.

This is where we will capture the core course details.

You will then be required to create an instance which capture the specific course details like your start and end date.

And this is what the students will apply to.

So you've got your short course name, this is a free text field for up to 120 characters.

There's the HEP codes and you can have up to five codes.

The external reference you'll see we've got noted here is to be confirmed because this is something that we're still in discussions with around DFE.

This is something they initially asked for, but we think is going to be out of scope.

You've then got your funding level, either 4, 5 or 6.

Credits 30 or 40 and then you've got your status.

So draft is your default, active, this can only be moved to this state by Partner Services.

Inactive, should only be moved to this status if you've got no active instances and then closed as your final status.

On hitting create, excuse me, on hitting create in your short courses the course will remain in draft until it's been validated by the Course Service Management Team.

The Course Service Leads will review the course against the list of designated courses published by DFE.

Where the course meets the list of designated courses, the Course Service Leads will then set the course to active.

Once an umbrella course has been set to active you can then add your instances.

If you need to edit an umbrella course there are certain details that cannot be edited, the external reference, funding level and credits.

All other fields can be edited, however there are some conditions, like I just said there, you don't – you can't move a course to inactive where there's active instances.

So again we're looking at another wireframe but this one shows what the display would look like once you start to complete your umbrella course submissions.

So you'll be able to sort on course code, course title, HEP codes, and the funding level.

To create an instance you would simply select this like action dropdown.

So adding an instance is quite straightforward hopefully you'll find.

So adding your start and end date, then we've got your duration which is between one and 52 weeks.

Your locations will be your England only locations to comply with regulations.

Your fee charged, there is validation in place to ensure that the fee charged is not greater than the maximum allowed for your chosen credit.

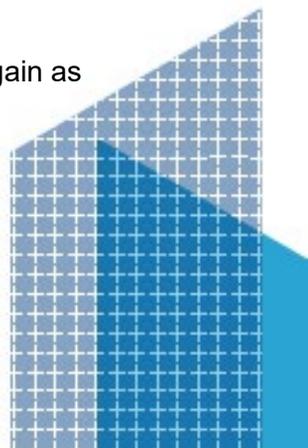
You've got the mode of delivery, attendance, is studying on campus, distance, studying online, and then hybrid which is a combination of both.

We've got status again which is default, your draft is your default.

Active, this can be set in the HEP as ready to use the course.

Inactive should be moved if you're unsure the course is running and closed again as the final status.

So once you've completed the instance details you can set the status before selecting create instance.



You may want to leave it in draft until you've something confirmed in the course, it could be you're waiting on a faculty getting back to you about a course end date or a start date.

Or you may want to leave it inactive because you know it's going to be few months before it's running.

Courses set to active means that the students will be able to apply to them.

So once you've started creating your instances your course listings will start to look something similar to this.

I'd like to draw your attention to the format of the new course code.

We've moved away from the six-digit code to now a numeric combination.

So the first two letters and six numbers represent the umbrella course.

And the last two digits refer to the instance.

This new format allows for easier linking from the instance to the umbrella course.

So if you need to edit one of your instances, every field can be edited.

As previously mentioned, you can set a course to inactive if you're unsure the course is running.

It can be used like the available courses functionality we've got currently in other products.

But we just ask you before closing a course just to please ensure that you don't have any students currently on that instance.

And that's it for adding your short courses to CMS, so hopefully that section seems relatively straightforward.

So have got your courses submitted, your students applying for your courses and now we move on to the attendance management.

In this section I'm going to cover how to confirm attendance and how to submit a COC and a correction.

Just before we do dive into SIS, I've wanted to talk about the policy surrounding the payments.

So the short course tuition fee loan will be paid by SLC on the student's behalf to the relevant education provider.

A single tuition fee instalment will be paid per short course following confirmation of attendance from the provider.

Payment will be released following receipt of confirmation by the provider that the student is in attendance or undertaking the course of distance learning and has been for two weeks.

A single confirmation per short course is required and no [unclear] study is required.

Confirmation of attendance must be at least two weeks from the student commencing study, but it may be later.

Due to the potential short duration of these courses, it could be the instance that some payments may be made within the – may not be made within the duration of the course.

And as per undergraduate tuition fee payments, these payments will be released the following Wednesday from receipt of the attendance confirmation.

And BACS payments are made every Wednesday.

So to ensure that you get paid on the Wednesday you should confirm attendance on SIS the Thursday of the previous week.

And students will only be liable for the tuition fee loan where the date of payment has been made following a valid confirmation of attendance.

So as with all over [unclear] SLC products, the application data will be held on the Student Information Service, more commonly known as SIS.

Just before I move on, I would just like to call out that the maintain contact section on the HE gateway will be updated to include a short courses section.

And we would encourage you to populate this with the relevant contacts just so we can get in touch with the right people as and when required.

So when you first logon to SIS you'll be presented with a short courses application option within the existing menu bar.

You'll also have the option to select specific reports as and when required.

Which options appear depend on the user rules of that user.

And the short course user rules permissions can be updated.

And so your SLC user administrator should be able to do that within the gateway.

So as previously mentioned, providers are required to confirm attendance for each student.

Only one attendance confirmation is required for each student, and this will release the tuition fee loan payment direct to the provider.

There are four course options – four code options that can be entered for a short course.

So in A Codes, this is where the HEP agrees that the student is in attendance for the attendance date and that the course shown, and they agree with the course tuition fee amount and the liability.

It's important that the HEP ensures that the fee liability is correct because as we've previously mentioned, this will release the fee being paid.

A C code is where the student is in attendance at the institution but on a different course to that shown on the application.

And therefore a course correction is required.

A D code is where the student has never attended their course.

And an F code is the student is in attendance, however the HEP needs to make a change to the course fee.

So this is what the scheme would look like if you're looking to start your – confirm an attendance.

So to confirm attendance the provider should enter the relevant search parameters, either on course start date, academic year, or individual student details.

Then you can choose to either export the results if you wish to upload this into your own internal system or display the results on the screen if you want to do the attendance confirmation on the screen.

So for the purpose of this we are going to say that you want to do it on screen.

So on clicking display results you'll be presented with something similar to this.

As you can see, you'll be able to expand and collapse detailed application information by clicking on the student's details.

Where an A or D code has already been submitted these will be locked and non-editable.

However, if a C or F code has been entered, then the dropdown is enabled.

Where attendance has already been confirmed but further action is required, the row would be highlighted in yellow as shown on the screen.

Once the COC or correction has been submitted the highlight would be removed.

To confirm attendance, if I can draw your attention to the last row, you can see here that this is awaiting confirmation.

So to do this you would simply select the A code from the dropdown menu and then click submit to confirm your attendance.

You would see here that also there's a create COC or correction button and this is what you would click if you wanted to make changes.

So I've covered confirm an attendance.

We'll move on to change of circumstances and corrections.

A correction is a new process which will be used to complete a course correction and attendance confirmation.

So what can be processed pre liability?

Course changes, and these will be made via a correction.

Changes to a fee liability can be handled by a fee COC.

Withdrawal within the first 14 days before attendance is confirmed will be treated as a cancelled application.

The provider is required to submit a D code after 14 days.

Post liability, course and provider transfers are out of scope.

If a student wants to change a course post liability they will need to reapply for a new course.

Withdrawals are out of scope, if a student withdraws from a course the provider may charge the student the full fee and SLC will pay the full fee loan.

The provider can choose to reduce the fee liability and SLC will pay the reduced fee loan accordingly.

Suspension is out of scope; this may be managed internally but SLC do not need to be informed.

Changes to the fee liability will be handled again by the fee COC and an attendance correction can be managed by a correction but only for A and D codes.

So on clicking that create COC or correction button that was displayed earlier, users will be taken to this screen where they can select from a dropdown the relevant option for the action they are trying to complete.

So if we look at creating a fee COC.

When creating a fee COC the academic year, course details and student details will be prepopulated and non-editable.

Fee details, contact details are editable and a contact must be selected.

If you want to add a note to accompany the COC you can do so by ticking the box.

So it shows you on screen that the box has already been ticked and it gives you a commentary box if you did want to add something.

And then you just simply click submit.

And next is creating a course correction.

So on your screen this would be displayed as one long lovely box.

I had to split it out for the purposes of this presentation.

So on creating a course correction again, certain fields will be prepopulated and non-editable.

These are academic year, course details and the student details.

To search for the correct course you can enter either the short course code name, course code or name, you don't need to enter both.

The provider would then select the correct course, enter the effective date.

And there is validation around the effective date whereby SIS would prevent you from submitting a course correction where the date is later than the 14 days from the start of the course.

And this is again to comply with the regulations.

You'll also need to enter the fee information and select the contact.

And like the previous screen, if you want to add accompany a note you would just tick the box and then it's as simple as clicking submit.

And lastly, an attendance correction.

Everything on this form is prepopulated and non-editable.

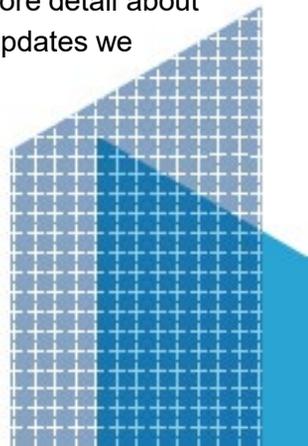
If you'd previously submitted an A code it auto populates to a D code and vice versa.

Providers only need to tell us who the contact is and then click submit.

And that's it for SIS at the moment.

There will be a follow-up session, it's planned for May where we will go into more detail about SIS, and we'll look at the financial reports application history and any further updates we have at that time.

So now that we've covered eligibility, the systems, and the process I just thought I'd call out some key dates.



And like everything with a new project I'd just like to say that it is perhaps subject to change.

However, we are on track for these at the moment.

So we're looking at HEP guidance and student [unclear 22:07] IAG to be published late April.

The course collection window is going to open late May.

Now, we are looking – that we're going to be working with a really short period of time to get our courses on.

So we will be communicating with you regularly, a lot more than probably we'd do for other products, just to make sure that we're all in more collaboratively working as opposed to get these courses on in time for the student application launch which is happening at the end of June.

And then we are looking at the course – first course starting in September.

So to summarise, the short course loan trial is running from the 1st of September 2022 until the 31st of August 2025.

The purpose of the trial is to test assumptions for LLE and to use the lessons learned to help shape the implementation of the LLE.

It is a tuition fee loan paid direct to the provider.

For student eligibility there is no upper or lower age limit.

A student must be ordinarily resident in England.

They can apply for up to four loans which can be studied concurrently, and no previous study rules apply.

For course eligibility it's levels 4-6, credits of 30 and 40, 30 credit course is the maximum fee of 2,310 and the 40-credit course is a maximum of 3,080.

Courses can be up to 12 months in duration within the subject areas of STEM, education, digital innovation, healthcare and Net Zero.

To offer courses funded by the short course loan trial providers must have been successful in the OfS Challenge Competition.

They are OfS registered and based in England.

The payment checker is on attendance confirmation which is only one required per student.

And finally, the payment is one single instalment paid directly to the provider.

So hopefully with the content we've provided today you now have the knowledge and information to complete most of the activities required within your role for the HE short courses.

Does anyone have any questions?

Male

We've not had any come through yet online.

So if anyone's watching this virtually and would like to send through your questions, please feel free now and we'll be able to take them.

In the meantime can I just ask if anyone in the room has a question?

Paul

Hi. Paul from Manchester.

I've got a couple.

So in regards to – we talk about four courses in a year, Lisa.

What does that actually mean?

So, because we always talk about, you know, undergraduate, postgraduate, about entitlement, and standard entitlement.

What everyone's talking about at the minute, this is flexible, this is fluid, you can do it.

So in my head I'm going to myself, but how does that work?

Because if a student – it's accredited, so if they fail the first time can they just keep going?

Can they just keep repeating?

Because they're saying it's four courses in one year.

Does that – is that the same course?

Lisa Davenport

So it's not necessarily four courses in one year.

They can have four loans without this – within this trial period.

Paul

Yeah.

Lisa Davenport

But in terms of the failing and repeating, I'm – do you know, Ben, would you know more about?

Ben Rutter

Yeah, if there's no compelling personal reasons.

If they fail and need to retake it, they'll take another one out of their full loan entitlement.

Paul

Sure. Right, so in my head I'm going, right, over – just say for a year's period, if they want to do the same course four times because they keep failing, could be for different reasons.

They can just – because they can have four loans.

So in my head, you have a student that over this trial period, they could have 12 loans for the same course?

Ben Rutter

No, no, no, four loans is it, it's not four loans a year.

It's four loans throughout the duration of the HE short course trial period, so they've got four loans.

It's not four loans a year, it's just four loans....

Lisa Davenport

Yes, it's four.

Ben Rutter

...to access.

Paul

Right. So you get four loans regardless of the level?

Lisa Davenport

Yeah.

Paul

So you can have, obviously depending on the university, our university's doing level 4 for example.

So in my head I'm thinking to myself, you'll have a student will come in one year and do the four courses, like it's then 120 credits.

But what we're saying here is actually it's four courses.

Sorry, it's four loans over this whole trial period?

Ben Rutter

That's right.

Lisa Davenport

Yes, yeah.

Paul

Right, okay.

Ben Rutter

So as Lisa was saying, they could either do them all within the space of one year or they could do – space them out across the duration of the trial period and apply for a couple one year, a couple the next year.

Lisa Davenport

Yeah.

Paul

Okay, because that sounds like [unclear 26:47] my question because in my head I'm going to myself, in my head I'm just thinking to myself, you've got four courses a year.

Short courses and our institution it's going to be £700 for example, seven, 800.

So therefore in my head I'm going to myself, well, we had four courses, four 30s it's going to cost £1500 a time.

That was 6,000 against 9,250.

Lisa Davenport

Yeah, yeah.

Paul

So I'm just going to myself, well...

Lisa Davenport

It sounds mad.

Paul

Yeah. And as well, our courses are six weeks long.

Because in my head I'm going to myself, that wouldn't work because it's 24 weeks against 36 weeks in regards to your standard undergrads [unclear].

Lisa Davenport

Yeah.

Paul

So you have a disadvantage to your student for taking on and undergrads.

But what you're saying is that's four courses over.

So if I flip that back and go, okay, is that different levels?

Can you do that across, as long as it's 4, 5, 6?

Lisa Davenport

As long as it's 4, 5, 6, yeah, and you can have up to four short course loan – short course loans.

So I suppose regardless of what they're doing elsewhere, they can have four short course tuition fee loans throughout the duration of the trial period.

Paul

Right. And – right, and yeah, and then it's for us to work out, well, with OfS, well, if they do three other credits that are paid for.

Lisa Davenport

Yeah.

Paul

One credit with the SLC, well, how do you move them and how do you do that?

And that's what we have to deal with, with the OfS?

Lisa Davenport

Yeah.

Paul

Right, okay.

I think that's like statement's answered because I had loads of questions based on that one-word, standard entitlement.

Lisa Davenport

Right.

Paul

Because that's always grilled into me in regards to that's the way you work because that's the way the products always work.

Lisa Davenport

Yeah.

Paul

But now you're just saying, well, no, you've got four loans across the whole trial period.

Lisa Davenport

Yeah.

Paul

And that's it.

Lisa Davenport

Yeah.

Paul

Up to 30 or 40 credits.

Lisa Davenport

Yes. And they could use them all within the first six months depending on the duration of the course.

Paul

Yeah.

Lisa Davenport

Because there's nothing to stop them finishing a course on the 10th of February and starting the next one on the 15th of February.

And I suppose that's why it's – that's what's different now to the way HE currently works because they couldn't start two courses within the same academic year.

So if you like, and I think I said yesterday, I got shot down for saying this, but I suppose within the nature of short courses there isn't a concept of academic year.

Paul

Yeah.

Lisa Davenport

Because it's just, it's fluid, although for you searching for a student on SIS, you would certainly go into the academic year that they started, they commenced study.

But yes, I suppose it's...

Paul

More American model, isn't it?

Lisa Davenport

Yeah.

Paul

Or advanced learner loan model.

Lisa Davenport

Yes, that's exactly it, yeah.

Paul

Yeah. So – but on advanced learner loans, if someone's in FE doing an advanced learner loan, can they apply for this?

Lisa Davenport

Yes, I believe so, yeah.

Ben Rutter

Yeah, that doesn't affect access to other funding.

Paul

Right, okay.

And what's the SLA for course corrections, fee changes?

So we – obviously we've got one day within SIS for a fee change.

Lisa Davenport

Yeah.

Paul

We've got 30 days if you add notes.

What's the SLA for that, do we know?

Lisa Davenport

I don't think they've been defined to be fair.

However this question came up yesterday because we obviously were talking about the effective date.

And it's the effective date that triggers whether what you're doing will – can be put through or not.

So you can do something further down the line to create, to amend a correction if you need to.

But I don't think the SLAs have been outlined as yet.

Paul

Can I ask as well?

We're trying as an institution, trying to – we're trying to understand what is – the way we're working, it's going to go against the sector, the funding model in regards to two 15 credit units to make up the 30.

Lisa Davenport

Okay.

Paul

Okay. So therefore we've got 16 courses that any student can choose from.

And so we are going to have a lower level of [unclear 31:09] choices.

And then they pick up and then they're going to go, that will be short course one for example.

Lisa Davenport

Right, okay.

Paul

And obviously the combinations are going to be crazy in regards – and that's for us to deal with.

But in my head, I'm going to myself, if you were a university and you were setting it up on CMS, and you had two courses that are starting 15 credits.

And you had a course starting in September and a course starting in January.

How would advise they actually do that?

What would your advice be?

Lisa Davenport

So you've got a 15 credit in September, a 15 credit in January.

Paul

Yeah.

Lisa Davenport

And both of them make the 30 that is going to be on CMS?

Paul

Yeah.

Lisa Davenport

I suppose you would do...

Ben Rutter

Would that be allowable though?

They need to be standalone short course in 30 to 40 credits, don't they?

So would you be able to combine two 15s?

Paul

We've confirmed with OfS.

Lisa Davenport

Okay.

Paul

And yeah, you're 100% allowed to do it.

But this is...

Lisa Davenport

Yeah, that's it.

Paul

And that [unclear] was exactly what I was doing last week because I'm going to myself, when someone asked me the question.

I was like, okay, how do I manage that from a finance perspective?

Lisa Davenport

Yeah, I think with – yeah, from your side because we've already started.

You started delivering in September, so you want a payment in September.

Paul

Yeah.

Lisa Davenport

But from the students' point of view they are not finishing till January.

So you want the end date for the repayments to be the January course.

Paul

Would you – like that's what I'm saying, would you set CMS up?

So our course is going to be six weeks.

I'm only asking for advice here.

Lisa Davenport

Yeah, yeah. No, no, I get that.

Paul

But they're six-week courses, one's starting in September, one's starting in January.

But they all make up that 30 credit.

Lisa Davenport

[They have to get 32:58], yeah.

Paul

Would you set them up as the one six week, the 30 credit?

Or would you do September and January, so therefore set them actually up as 24 weeks?

Lisa Davenport

Starting in September?

I think that's what I'm going to need to take away.

Paul

Yeah.

Lisa Davenport

And have a think about.

Paul

Yeah, because I was talking to a couple of other providers.

Lisa Davenport

Yeah.

Paul

And they're doing something similar because obviously we've got 30 and 40s.

But because a lot of other institutions at the minute are set up to do 10, 15s and 20s.

Lisa Davenport

Yeah.

Paul

For CPD for example, [unclear] is one of my MAT's big, big things in regards to like you can do a course but it's non-accredited.

And what they're doing is just building the accreditation on top of these courses.

Lisa Davenport

Right, okay.

Paul

So that's why there's like the two 15s.

And you're just going to yourself, well, yeah, what?

Lisa Davenport

Yeah, how do you actually [unclear]?

Paul

Yeah, how do you set up CMS?

Lisa Davenport

Yeah.

Paul

How do you advise people to go, okay, if you're doing a six-week course, you're doing two six weeks that make up the 30?

Lisa Davenport

Yeah.

Paul

How would you? Yeah.

And it's for us to deal with obviously, internal regulations.

Lisa Davenport

No, but it's good for us to be aware of how you're working.

Paul

Yeah.

Lisa Davenport

Because I think this is a new product so it's – we, you know, I know the account managers are going out and meeting with the providers just now to gather this insight.

Because we want to know how you're operating so that we can bring that back in.

So that we can then make sure that our guidance to you and how to set that up is correct, so.

Because if you're doing it, there'll be other providers doing it.

So yeah, we'll certainly take that back and it gives us something to think about.

Paul

In regards to the four loans in regards to withdrawals.

So if you withdraw from the same course four times, that's okay?

Lisa Davenport

Yes, I'm looking to Ben here, do you...

Ben Rutter

I have no – in terms of what, [unclear]?

Paul

So if you, yeah, if you, yeah, if you start a course and obviously you've got four loans.

So if you start a course, day 14, just like had enough, just I'm away.

Lisa Davenport

So before the liability point? Yeah.

Paul

Sorry, day 13, shall we say.

Sorry, day 13 within ours, you'll get no charge.

Day 14, so day 13's for us to deal with.

Day 14, will you guys – can we just – if they withdraw, we'll drawdown the money.

As long – if [unclear] over that trial period, it doesn't matter, we'll just collect the money?

Lisa Davenport

Yeah, that's they forego, if they do it after the liability point then that's one of their loans used, yeah.

Paul

And we can do the same.

If we set up the same, and this is your [unclear], if we set up CMS and just put short course one.

Can a person apply to short course one continuously, it doesn't matter?

Lisa Davenport

Yeah, there's nothing to prevent them applying to the same course.

Ben Rutter

Well, hopefully we won't be in that position, and they'll be choosing the courses they're going to complete and not dropping out of the same course four times.

Lisa Davenport

Yeah.

Paul

I know, what I'm trying to think, because we've had 16 courses underneath the umbrella.

So therefore we've got a student coming in and they can do course module one and 16 in order to get to the 30.

If we set up CMS to just go short course one, a student in this pilot period can just go, and continuously applying to short course one.

Lisa Davenport

I see what you mean, because then actually for CMS they go into that one.

But actually in your system they're maybe doing one and five and then they're doing six and eight, whatever.

Paul

Yeah.

Lisa Davenport

You know.

Paul

Yeah.

Lisa Davenport

So they're within, because within that 16 they're doing different ones.

Paul

Yeah, they're doing permutations and I think it's because it's grilled into me in regards to, well, you're applying for the correct course, correct year, for the correct fee.

But within this year it doesn't matter.

If you say, I'm doing short course one on our – if we have one course on CMS at level 4, you can just continuously apply to it.

Lisa Davenport

No, I see what you mean.

So if they – so if somebody came along in your situation and said, "Right, I'm going to do modules one and five and complete them."

Paul

Yeah.

Lisa Davenport

And then they're going to do three and four, but you've got that there under your short course one.

Paul

Yeah.

Lisa Davenport

Then they couldn't go to short course one because they've already done the one and five and been in attendance and had the...

Paul

What, because we've confirmed attendance?

Lisa Davenport

Confirmed attendance, yeah. Yeah.

Paul

So the attendance is essentially saying that in their head, oh, they've passed that.

Lisa Davenport

Yeah.

Paul

So what happens – so – but in that, so just say they fail, and they have to apply to it again?

Lisa Davenport

They've had to, right.

So it's almost like they're repeating.

Paul

That's exactly it because as I put down there, there's no suspension, no repetition.

So how do you deal with that?

Lisa Davenport

I'm going to let – does anyone know that one? I'm not entirely sure on that one, on the repeating side of it.

But I can certainly take it back because there's some...

Paul

Yeah.

Lisa Davenport

I see what you're...

Paul

Right, because it's – the reason why I'm – they're not difficult questions.

I'm asking the questions because I'm trying to...

Lisa Davenport

Work it out yourself.

Paul

...like put the [unclear]...

Lisa Davenport

Yeah, yeah, yeah, okay.

Paul

...that internally about how we structure it.

Lisa Davenport

Yeah.

Paul

Because I've got 16 courses that go into one.

Lisa Davenport

Yeah.

Paul

Or four, or permutations...

Lisa Davenport

Yeah.

Paul

...that are going to be absolutely silly.

So therefore in my head I'm going, well, if you can do repetition, and you can do the same course and there's no withdrawal.

Then I'll just set it – I'll set [unclear], I'll just have one course on CMS and let them all apply to short course one.

It doesn't matter underneath because if they're doing – that's for us to then internally to go, one 16, two 15.

And if there's – if you can repeat, you can withdraw, you can suspend internally.

It doesn't actually – it doesn't actually matter, does it?

Based on what, you know, the earlier conversation, it doesn't matter, does it?

Lisa Davenport

Yeah. No.

Yeah, just it's the repeating thing that I think we'd need to – so if they get to the end of the course and they've completed it, but they've not completed it because they didn't pass.

Paul

Yeah, they didn't pass, yeah.

Lisa Davenport

Yeah. I'm going to take it back.

My gut says – is saying that that's their – that's their loan used.

And if they had to repeat, they would have to, yeah.

Paul

Yeah, that's same as me.

Lisa Davenport

I would just – I would like to just get that confirmed though, Paul, so yeah.

Ben Rutter

[Unclear].

Lisa Davenport

Yeah. Yeah.

Paul

I think I'm, yeah, I think I'm all out of questions now.

Lisa Davenport

No worries.

The thing is, if you do have any more it's a learning curve for everyone just now.

So if there's anything afterwards you can just drop us an email.

Male

Okay, we've had a few come through online.

The first one I'll pick out, kind of follows on from that discussion we've just had.

And it is, what if the learner fails the course, is the learner entitled to get a loan for the retake?

Lisa Davenport

Yeah, and that's what we've just said that it's what we're going to take back and we're going to get confirmed, yeah.

Male

Okay.

Okay. Next one, you state that there are no previous study rules.

Do any equivalent level qualification rules apply?

Lisa Davenport

No, there's no [unclear] rules for the short course contract.

Ben Rutter

No. No, [unclear] for the short [unclear] are ringfenced.

So the only thing they need to worry about is staying within those four, four short course loans.

Lisa Davenport

Four loans, yeah, yeah.

Ben Rutter

[Unclear] they've got.

Male

Okay, next one.

With regards to the offer letter that we provide to short course students, one of the pieces of information it must contain according to the presentation is course code.

Is this the short course SLC CMS code/instance number?

Lisa Davenport

Yes, it would be.

So we would be hoping that your course is to do with all the manual – the paper application form, we want to try and keep it as streamlined and – as possible.

So that we were matching the student to the relevant course or the correct course.

So we're asking providers to – this is something we've never done before.

But we're asking providers to give the student the course code so that we can link it, I suppose, easier and make sure it's correct first time.

Male

Okay. We've had one I can answer.

Could we get a copy of the presentation?

I believe all the seminar presentations are going to be made available on our websites, I think within a couple of weeks or so.

Lisa Davenport

Yeah, they've said two weeks, yeah.

Male

So watch this space.

I think it's on the HEI info site.

Lisa Davenport

Yeah, it will be.

Male

And events, I'm not sure if it's both.

Lisa Davenport

Yeah, it'll be on.

Male

But certainly one of those it will be on.

And then final question that's come through.

I don't know if you can answer this.

But what are the next steps/hopes after the end of the trial?

Lisa Davenport

Hopefully we implement a successful LLE based on the lessons of learned.

We are still in, as Derek Ross was saying in plenary this morning, are still very much in development.

And we are waiting on the information coming to us.

So yeah, take it as just a case of watch this space for the moment.

Male

Okay, and that's all the questions we have unless there's any more in the room.

Paul

Yeah, I have one more, [unclear].

The – you know, the – because the SLC course codes, you know, have been extended now in the instances.

Lisa Davenport

Yeah.

Paul

How is the instances being [unclear], so therefore no -01 should, you know, you have the first course?

Is that – what's that based on?

What, is 01 January, or is it September?

Lisa Davenport

It's – it's going to just be – it will...

Paul

What we did – what we decide?

Lisa Davenport

No, no, no.

Paul

No?

Lisa Davenport

It's generated by SIS.

So when you enter – when you start entering the details you'll be given the code.

So it's not generated by you, it's generated by the system.

And it will just start counting up.

I can get that confirmed but I'm sure on the last user group that we had the technical team confirmed that it would just start at 001.

And then the next course that gets added it would be 002.

Paul

Two.

Lisa Davenport

Or...

Paul

So if we want January – or, sorry if we want September and then a user, and we want November instead of October, shall we say.

Because we wanted to have every single month lined up over a 12-month period.

So 01, we will go September shall we say because that's a general academic year.

And a user, and they want November instead of October.

But November would we go 02 and October would be 03, is that right?

Lisa Davenport

But would just – it would depend on what number the system's at.

So it's not – are we speaking, sorry, we might be speaking of two different things here.

I'm speaking about the SLC course code, or are you speaking about the HEP code?

Paul

Sorry, I'm speaking about the SLC course code instance.

Lisa Davenport

Yeah, so...

Paul

So the instance in my head, I'm going to myself, the 01 will determine what month, year that you're actually taking.

But what you're saying, it's not.

Lisa Davenport

It's not a system generated, so it's actually probably just going to be counting, it'll be going up in the number of courses that are on the system.

Paul

So that – is that why – so that's been extended to four, hasn't it [unclear]?

Lisa Davenport

That has, yeah, I think they said, since – present for instance, me creating this, I think they've said that it's now going to be three digits.

It's three or four digits at the end that would represent the instance.

And so it will just – it's not going to – in terms of how it will link to your course, there's no link in terms of it representing a month or anything.

It's just a number from one.

Paul

It's a number, right, so in my head, I'm just going, because it's an instance, I thought to myself it's going to be...

Lisa Davenport

No, sorry, it's not, no. Yeah.

Paul

And then so your intake month.

Lisa Davenport

No, no.

Paul

No?

Lisa Davenport

No, it's literally just – it's just a different way of representing the SLC course code.

So there's no link to your course other than that number represents the instance.

But it's not in terms of pulling in a date or anything like that.

Paul

Thank you.

Lisa Davenport

No worries.

These are all good questions also, thank you.

Paul

Yeah.

Lisa Davenport

So hopefully the content provided today, you've now got the knowledge and information acquired to complete most of it, to have [unclear] required for submitting your courses.

And within your role, within short courses.

And does anyone have any questions?

Amanda, I'll just come over there [unclear].

Female

Thank you, Lisa.

A question, my question is, can a course have more than one code, more than one cohort per year?

So for example, can that course run from October, or run from February, or run from April?

Or is it only ran from October?

Lisa Davenport

No, no, you can have multiple.

So that was when we were referring to instances. So you could have one, you could have an instance that starts in October, then one in January, then one in February.

Female

Or, so, okay.

Lisa Davenport

So it doesn't need to be one within one academic year.

You can have multiple running within that academic year.

Female

Brilliant.

And roughly how many courses do you think will be involved in this trial?

Lisa Davenport

That's a good question that we all want to know the answer to as well.

We're unsure at the moment.

I think the providers are unsure, it depends.

I think they're going to very much work with as the students come along the courses will be getting added.

So I don't think it's going to be a big bang as such.

Female

[Unclear].

Lisa Davenport

It might, yes, it's going to progress as time goes on, yeah.

Female

Brilliant. Thank you.

Female

No worries.

Female

Thank you.

We have another question from Sonia who was watching the session virtually.

She asks, will there be a second phase of the trial, and will it be rolled out to all HEPs?

If so, how do we go about applying to be part of the trial?

Lisa Davenport

So this is something we do think the trial potentially could be extended and rolled out.

However whether that's rolled out to all HEPs or whether there's going to be another Challenge Competition that – ran by the OfS.

So what I would say is probably keep in touch with OfS because it would be them that would be conducted to perform that, the competition to see who would get through if it was going to be another closed group, if you like.

Female

Okay, thanks, Lisa.

No more virtually for the moment, anyone else on? Yeah, there we are.

Female

Just one, so [unclear].

Okay, what happens, say – you said about the 100% fee you give after two weeks.

Lisa Davenport

Yeah.

Female

And then you can't really change the attendance code apart from A to D.

So obviously we do a fee COC bringing it down to zero.

But – I can't remember what the question is now, sorry.

Yeah, so we'd asked for – that's all we can do, ask for zero and would it affect the student getting – they can have four loans over the whole cycle, you know, in total.

If we said zero, that's us applying, let's just say – I'm not saying this properly, so...

Female

[Unclear].

Female

Yeah, but we do it too late.

So let's say we do it and we leave it a month or three weeks and then, but the student was never there.

Female

Yeah.

Female

But then SLC pay us the full amount because we – perhaps we confirmed as A, but we shouldn't have done, so...

Lisa Davenport

So you can submit the fee COC but as long as the effective date is within that two-week period...

Female

Right, okay.

Lisa Davenport

...it can be processed.

So it's all about – it's all about the effective date.

The effective date needs to be within the two-week period.

Female

Right, so it's like a back – just backdated? Yeah.

Lisa Davenport

Yeah.

Female

Oh, that's good.

Lisa Davenport

Yeah.

Female

Then the student's not going to be still allowed the full four loans.

Female

Yeah, like the...

Female

Rather than having...

Lisa Davenport

Yeah, if it's done as a – so you would be looking to do – you would be looking to do an attendance correction in that instance because you would be saying, actually, we said that student is attendance and they're not.

Female

Yeah.

Lisa Davenport

So it would be an attendance correction you would do.

And as long again, like I just said there, as long as the effective date was within the two weeks then it would be processed.

And yeah, that student would be able to have the four applications again.

Female

Okay, that's brilliant, thank you.

Female

Thank you. We've got another question virtually from [unclear].

She asks, will any students receive a maintenance loan too or just tuition fee loan?

Lisa Davenport

It's just the tuition fee loan at this point.

Female

Okay.

Anyone else in the room got any questions for Lisa or for Ben?

Male

So you mentioned about students can have multiple instances within – well, we can have that on CMS as multiple instances.

Can students apply for multiple instances in each year?

Lisa Davenport

Yeah, so they can study concurrently.

Male

Right.

Lisa Davenport

So when they – when they apply on their application form, they can apply for up to four courses at that point or they can apply for one individually.

Male

And it doesn't matter what instance it is?

Lisa Davenport

No.

Male

So say one's September and one's in July, and just...

Ben Rutter

So what happens is, is there's two, what we call periods of eligibility for the short course loans.

There's the individual eligibility period for each individual course but also within a 12-month period they have what's called a period of deemed eligibility.

So within that 12 months as Lisa was saying, they could submit multiple applications for different short courses.

And if they do that within that 12-month period it's a streamlined process for the students whereby we won't need to do the whole send us the passport details, send us this, the whole reassessment thing.

So they could do one in Term 1 and think, oh, I really like this and then head onto one – another one, another one, another one.

As long as within that 12-month period then they're still in their period of deemed eligibility, so that's one of the good flexible things about the short course loans, yeah.

Lisa Davenport

Yeah.

Male

And it doesn't matter when their last instance finishes, say?

Does it have to be within the 12 months, or can it finish later?

Lisa Davenport

Do you mean the course running on? Sorry, I'm maybe not...

Male

Yeah. So say you had a September one, a short course and then the student also applied for a July or August one.

Obviously, that's based on an academic year, that's right at the end.

But could that follow on, do you know what I mean?

Could the August one, say the course end date wasn't until October, you've sort of got an overlap of an academic year, will that take it into account, or?

Lisa Davenport

That's a – my understanding is that that's fine because...

Ben

Yeah, because [unclear].

Lisa Davenport

And within short courses it's kind of – I feel like I'll get shot down for saying this if anybody from SLC hears me.

But like with short courses it's almost like there's no concept of an academic year.

Male

Right, right, yeah.

Lisa Davenport

Obviously, there would be for you going on to assess, you would say that that student was in academic year 23/24, if you're trying to find them.

But in terms of them studying it can be throughout the year.

Ben Rutter

Yeah, so their deemed eligibility could start in the October and run to the end of the following September, so it does sort of, yeah.

Lisa Davenport

So it would overlap.

Male

Yeah, sorry, I've not the worded that the best.

Lisa Davenport

No, no.

Ben Rutter

No, no, got you.

Female

How I've taken that is that means that it's – the student's only allowed to be on four courses at any one point in time.

And obviously those courses could stop at any one point in time.

But the point being is, so for example, if you've got your previous – the previous gentleman's example, you've got somebody who start on an October course and on a July course.

They've obviously only signed up to two modules but any time up to July is only on one – sorry, he's only on one course.

As soon as July kicks in he's on two courses.

If he finishes – if they finish that course for October in August, then they've already gone back to having one course again.

So they can then go and sign up for another three courses after the October course has finished.

That's how I've interpreted what you've just said.

Lisa Davenport

But they can only get four fee – they would only get – they're only entitled to four loans.

Ben Rutter

Yeah, so if they access another short course within that 12-month period, that would be their second loan.

Female

Yeah, so if they've got a loan for a course in October, they've got another loan for the course in July.

Ben Rutter

That's two.

Female

That's two.

Ben

Yeah.

Female

They've then finished the course in October.

Lisa Davenport

Yeah.

Female

Because it was say finished in August, they've then signed – let's – they then can go and sign up for another one in August, no problem.

And they could sign up for another one in August and that means within that – within – without using the word, academic year.

Within that year timetable, they've signed up to four courses.

Lisa Davenport

Yeah.

Female

But if it's – going back to if they came off the July course and hadn't attended up to 14 days after that course start date.

They could then go and sign up to another module?

Lisa Davenport

Yes.

Female

So it's all about at any one point in time you can only be on four courses?

Ben Rutter

Yeah, four is the entitlement for the duration of the short course trial period, there's no more or less.

Female

Yeah.

Ben Rutter

There's no compelling personal reasons, there's nothing like that applied to it.

It's just four loans.

Female

Yeah, but at any one point in time they can go up and down on the number of courses they're on.

Because we've already identified the length of each course could change quite, yeah. Thank you.

Ben Rutter

Yeah, as long as it stays within the four identified short courses, i.e. that they meet the levels and the credit modules and stuff like that.

So they just need to stay within that four-loan entitlement.

Female

Okay, a few more questions virtually. Ben, I think this one might be for you.

Marie Cunningham asks, will the same repayment threshold apply?

Ben Rutter

Well, for – this is a bit of a mixed message now, certainly for courses that are starting in this academic year they will be under plan two.

But obviously the government reform announcements were made a couple of weeks ago whereby next academic year from 2023 onwards there could be a whole new plan.

But based on the lower £25,000 threshold, so we're waiting to see if short courses will migrate over to the new plan.

So it's a little bit of a watch this space at the minute.

But certainly for any short course taken in academic year 22/23 their repayments will be under the plan two terms and conditions.

But again it's a – it could be a bit of a mixed message if they access the first course in AY 22/23 under plan two, they could be accessing the next short course loan from September 2023 onwards under the new reform plans.

But again that's a little bit of a watch this space message but again we will be communicating as soon as we get clarification how it will work.

Female

Okay, thank you.

Hopefully this will be an easy question.

So I think on one of the slides the, you know, the CMS slides, you said you were encouraging institutions to go and put their contact details in as soon as possible?

Are you notifying people when that's available or is it just a case of us go and check?

Lisa Davenport

No, we will do, I think.

And I think just as I said earlier about the short – the window being really short to get the courses on for the application opening.

So probably we'll be communicating with you a bit more than we would do in normal circumstances just to keep you fully aware of what's happening throughout the process.

Female

And I take it that would just be emails as we kind of probably get to?

Lisa Davenport

Yeah, and you might find there'll be a lot more interaction between you and your account manager.

Because I think there could be a lot of – as it gets closer there'll be a lot of maybe handholding between you and the account manager just to make sure that everything's in place for you.

Female

Thank you.

Female

Okay, another question then from virtually from [unclear] Marshall.

She raised in the short course user group a concern about the SLC course code change and wanted to check that the tech spec has been shared with the system providers such as Tribal?

Lisa Davenport

That is one we would need to check with our technical colleagues. I couldn't comment on that at the moment.

I wouldn't, yeah, we'll double check with the technical team and get back.

Female

I know from conversations as well that we have had that that's come up previously from our insights.

So it's definitely something that's on our radar and we'll be picking that up, absolutely.

Lisa Davenport

I know it has been done from the SIS side of things but I'm just not sure on the CMS, but we can get that confirmed.

Female

Okay, we have some more.

This one is from Alison.

From what you've said there's no maintenance support offered for these short courses.

If the trial is feeding into LLE, does this mean no maintenance support in the future?

Ben Rutter

It's under consultation at the moment, so if you – if you go and have a look at the government proposal consultation documents which are available online, there is one for the HE reforms, also one for lifelong learning entitlement.

And that touches on the potential future for maintenance.

But it's certainly under consideration when the – it all comes about in academic year 2025 onwards.

So if you do have any feedback that you want to give to DFE about how maintenance should look moving forwards, they can take into account some of the shorter more modular courses then please do visit gov.uk and find the links through to the consultation documents and provide the feedback.

Female

Thanks, Ben.

Just a couple more now then.

FS students starts a course and then starts to pay back the following April for that course.

But then starts another short course in May, would repayment stop?

Ben Rutter

Similar sort of procedure, so in terms of the loan Ts & Cs, then again if they drop in under the repayment threshold, the same principles as far as we are aware will stay in place.

So if they're under the threshold, then their repayments will be suspended on that.

But again it all depends on the shift from courses started in AY 22/23 and started in 23/24 and if there is again a different correlation between.

Because they might cease to be on the same loan plan.

But gain the principle is they're still income contingent repayments.

So they will still be based on what the student is earning.

So if they are, you know, a student not in jobs then they might not be repaying.

But as the short courses might attract more mature students who are potentially in employment, if they do enter repayment on that loan and they are working alongside their study then they may still be over the threshold and repaying.

So moving forwards we will be putting out additional guidance, creating factsheets and other IEG materials to address things like that.

So as I said, the target audience for these students may be a bit different.

They may have existing loans that could be undergrad, postgrad and then they're returning to do short courses as well because [unclear] in previous studies isn't necessarily a thing for those as well.

There's a whole bunch of detailed niche for payment messages that are going to need to be addressed and built into the communications that we put out, I think, yeah.

Lisa Davenport

[Unclear].

Female

The last couple of questions now.

So if a short course would allow a student to apply the credit to go forward to an undergraduate programme, would they still be eligible for undergraduate funding?

Ben Rutter

Yeah, in the policy spec, then the HE short courses are sort of ringfenced.

So we won't be looking at previous study coming into them, or they shouldn't be leading to any kind of qualifications which may affect study assessment moving forward.

So they should just be ringfenced standalone fees for these four – for these four short courses.

So the only thing they need to think about going back to the earlier point is maintaining their entitlement of just the four short courses, that's really the only thing that they need to be aware of.

Female

Yeah, thank you.

And last one for you Lisa, is the training day still going to go ahead on the 4th of May?

If so, is there any more information?

Lisa Davenport

No more information at the moment but yes, we are planning to still go ahead with it on the 4th of May.

And you will be getting emails sent out in due course, but yes, we will be doing it and we'll go into a bit more detail.

As we said, we'll cover all the sections that we didn't get to today on SIS.

Female

Great, that's us, thank you.

Lisa Davenport

Excellent, thank you everyone, thank you. [Applause]



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