

Courses Management Service (CMS)

Webinar November 2023

Sam Stokell – HEP Account Manager

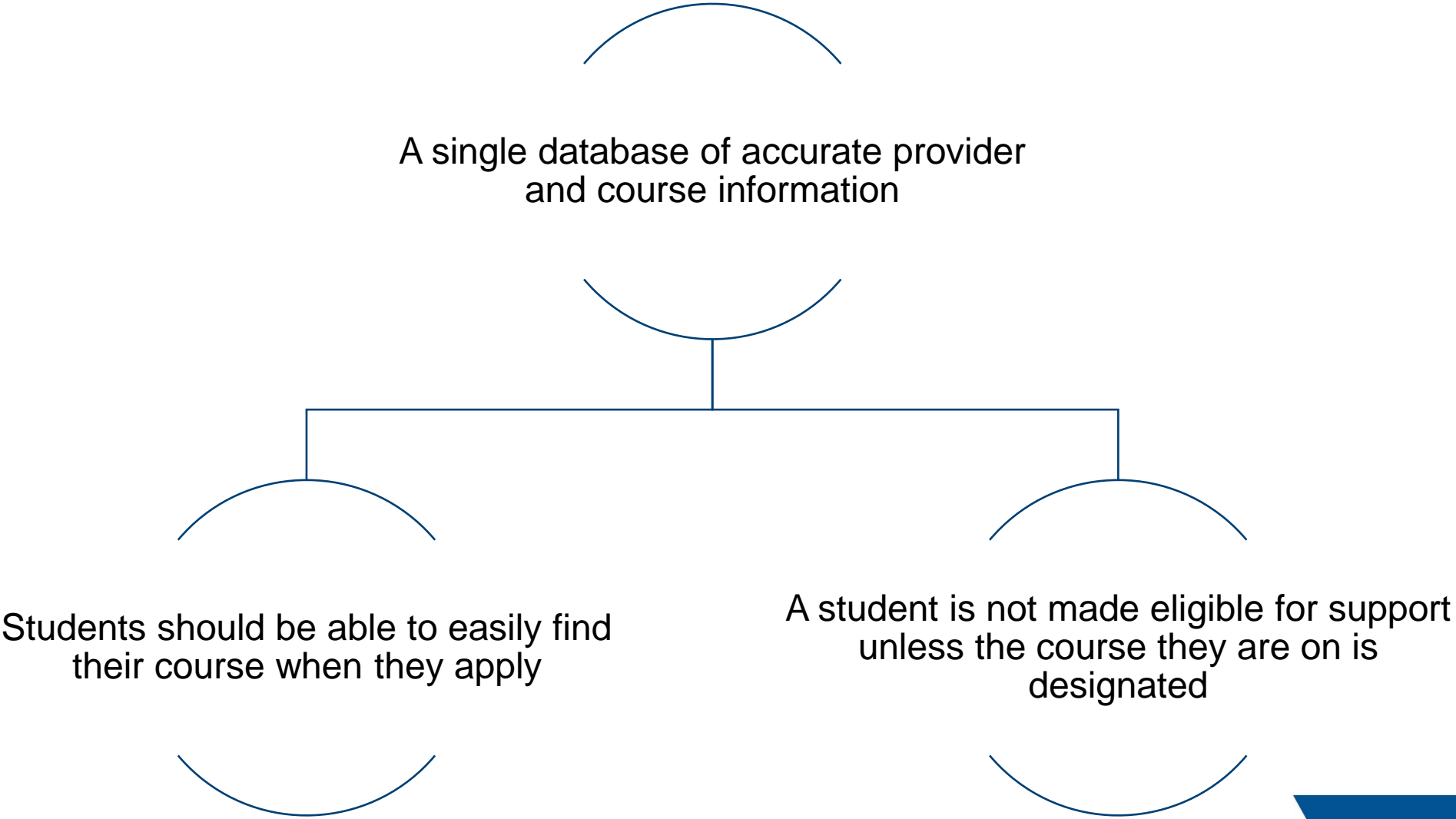
Bev McDonald – HEP Account Manager

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Design Principles Of CMS

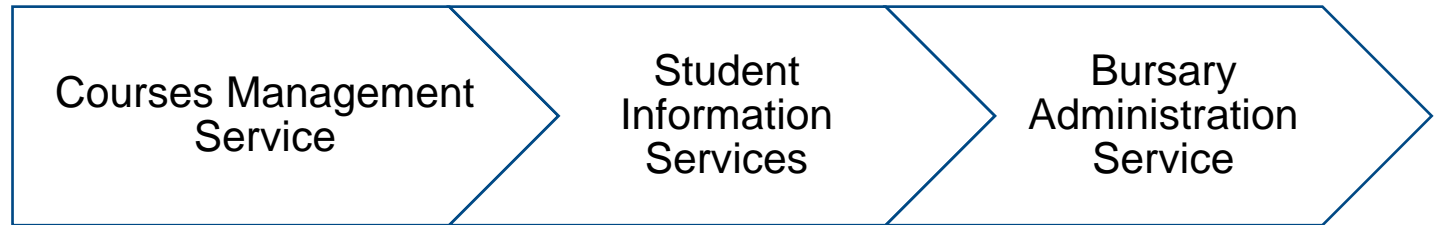
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Course Management Service

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



It allows SLC to

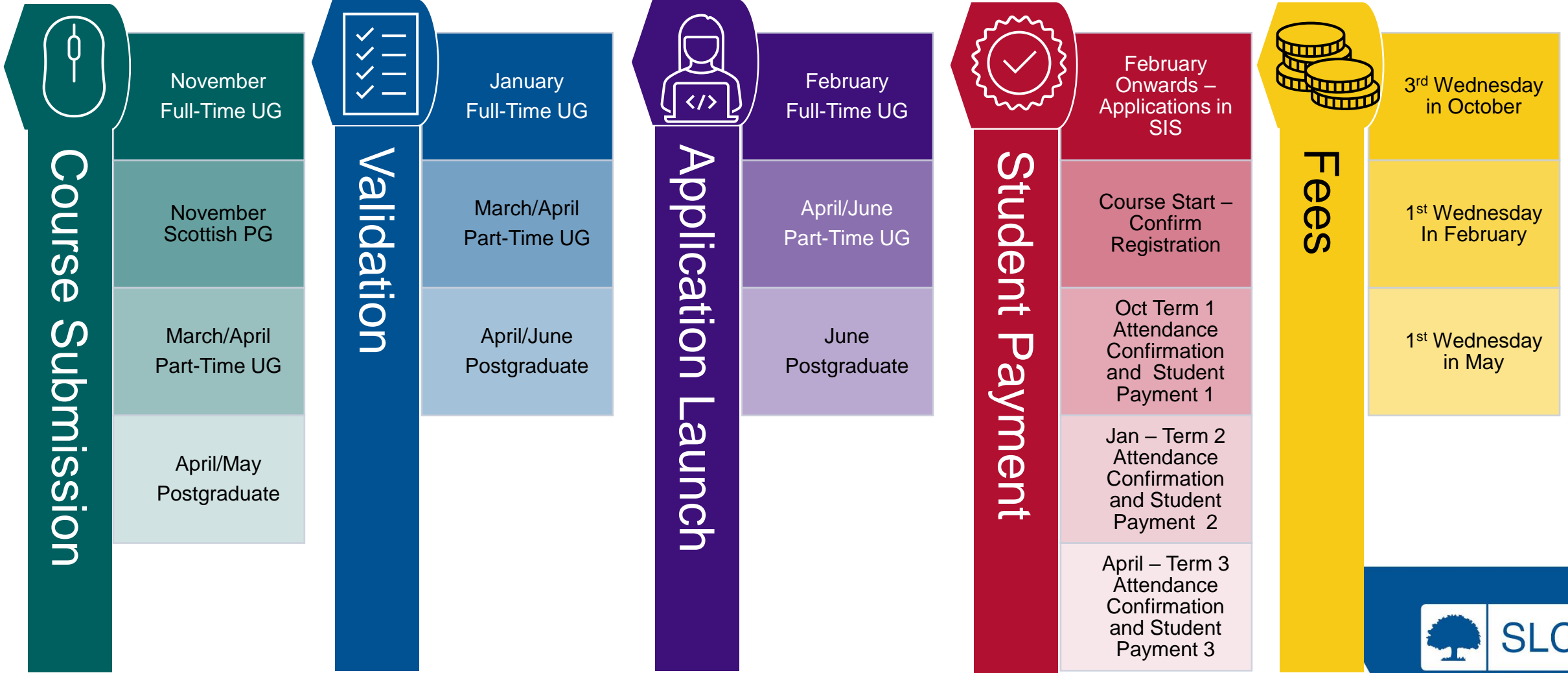
- Hold a complete list of designated courses
- Ensure that payments are accurate, paid on time and to the right location.
- Correctly assess student funding applications.

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 Timeline

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Service Standards

Service Standard – Full-Time Undergraduate

Service/Process	Right First Time	Elapsed Time
Full-Time Undergraduate course submission	95% by course collection deadline 99.5% by Service Launch	Universities: 85% submitted by 2 weeks prior to 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)

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 Standard – Part-Time Undergraduate

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

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

Service Standard – Postgraduate

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

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

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 be scheduled as 3 academic terms over a year

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

Credit values of courses must be definable

Validation Process

Service Management will begin course validation as soon as courses are added to the system. CMS administrators at Providers should be available for the weeks during and following course collection to answer any queries or make any course amendments discovered as part of the SLC CMS validation exercise.



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

Courses submitted and validated

22/23
Over **95,000**

23/24
Over **96,000**

Providers validated

22/23
682

23/24
653

Providers with potential course anomalies

22/23
440

23/24
239

Courses sent to Providers for review

22/23
8,732

23/24
6,651

Course errors confirmed by Providers

22/23
3,798

23/24
3,680

Course Collection

Course Collection AY24/25

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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.

Full-Time Undergraduate;
Mid November

Deadline: 85% submitted by 2 weeks prior to service launch

Scottish Postgraduate;
Mid November

Deadline: 85% submitted by 1 week prior to service launch

Part-Time Undergraduate;
Mid February

Deadline: 85% submitted by 2 weeks prior to service launch

Postgraduate Masters & Doctoral;
Mid March

Deadline: 85% submitted by 2 weeks prior to service launch

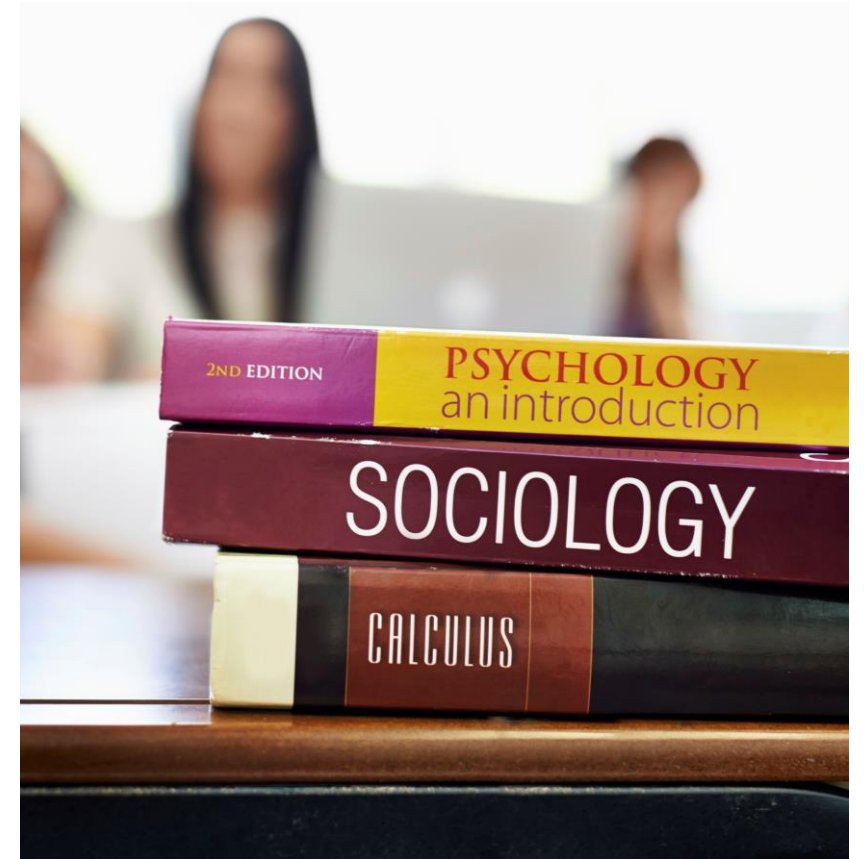
SFNI Part-Time Undergraduate;
Mid March

Deadline: 85% submitted by 1 week prior to service launch

Roll over 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 AY23/24 will be presented under new academic year 24/25 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 “This course has been closed pending confirmation that no students are awaiting process approval, please check back in 30 minutes”.
- 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](#)

Term Dates

Term Dates

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.

It's vital that the number of teaching weeks is accurate.

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.

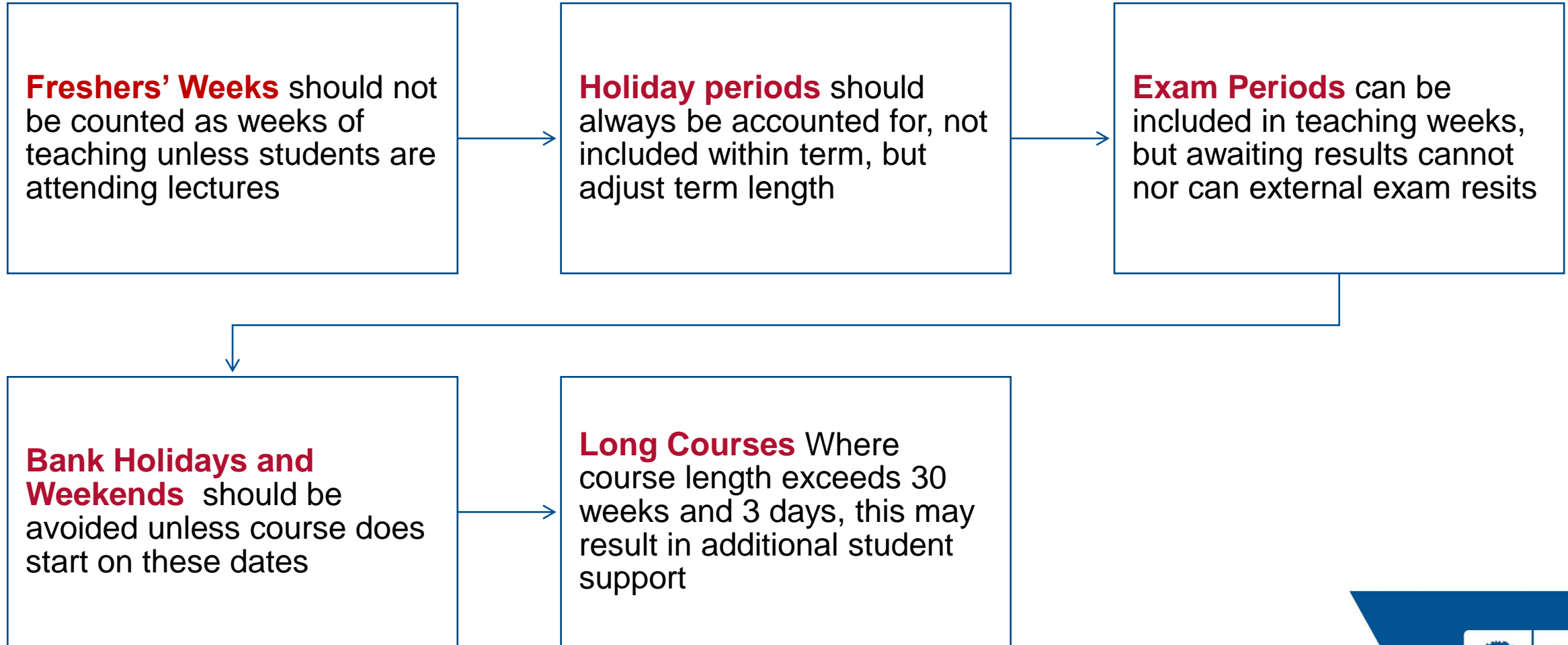
Term Dates

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)	1 st 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

Term Dates

Important points to note



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](#).

Weekend course

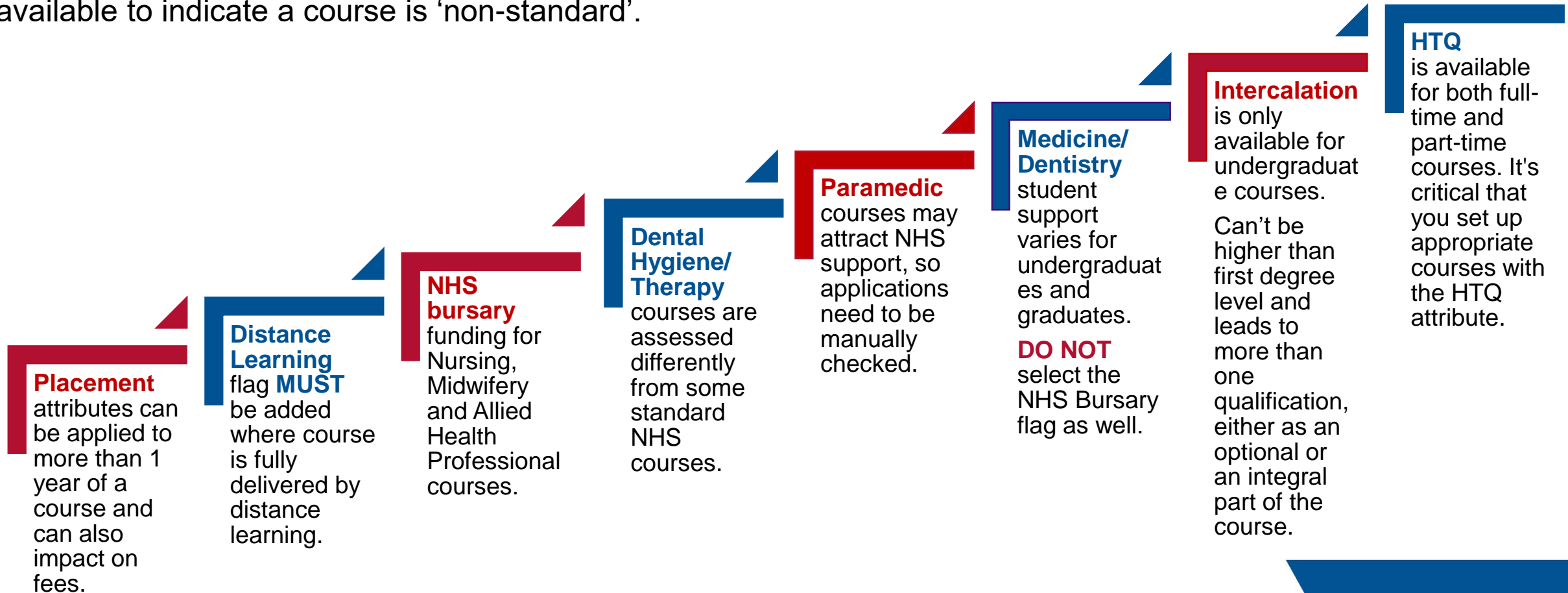
You have entered term dates which include term dates that start on a weekend.

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'.



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

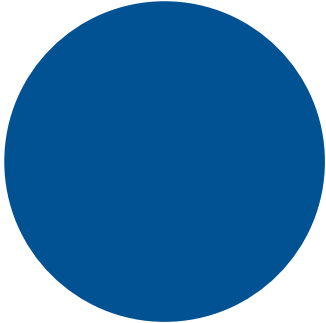
You can also add a bespoke campus name and select an alphanumeric campus code

The image displays two screenshots of a web application interface. The top screenshot shows the 'Locations' page with a red arrow pointing to the 'Add a Location' button. The bottom screenshot shows the 'Add a Location' form with the following fields:

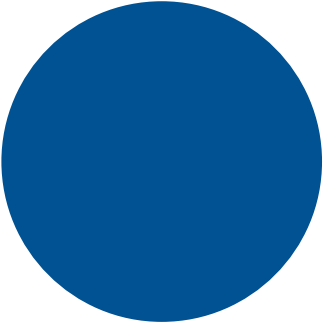
- Location type:** Radio buttons for Campus, Franchise, and Teacher Training School. A note below reads: "A location at your institution where students attend for their studies."
- Campus name:** A text input field.
- Country:** A dropdown menu with the text "- Select one -".
- Postal code:** A text input field.
- Location code:** A dropdown menu with the text "- Select one -". A note below reads: "Please match codes from your existing Campus ID."

At the bottom of the form is a button labeled "Add this Location".

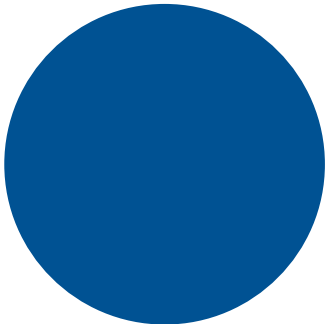
Franchise Partnerships



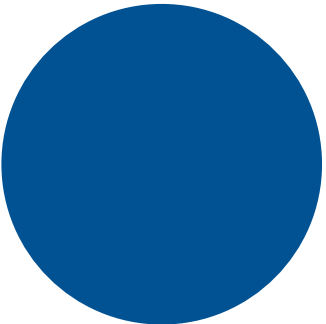
When a lead provider, enters into a franchise agreement with another provider, or, the lead provider holds responsibility for all aspects of Student Finance.



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.

Qualifications

Education courses:

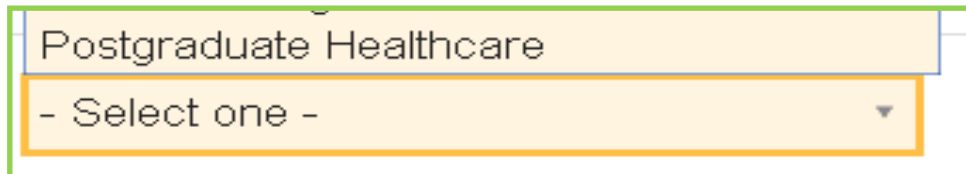
Only a School Centred Initial Teacher Training (SCITT) Provider should use the qualification type Postgraduate ITT with QTS.

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



A screenshot of a dropdown menu. The top option is 'Postgraduate Healthcare' and the bottom option is '- Select one -'. The menu is highlighted with a green border.

Further Education Initial Teacher Training (FE ITT)

- The existing ITT qualifications for teaching in the FE sector that attract HE student support are:
 - Diploma in Education and Training (DET) (where validated by an awarding organisation); or
 - If validated by a Provider with degree awarding powers, eligible courses that are equivalent to the DET are:
 - Certificate in Education (CertEd) level 5
 - Professional Graduate Certificate in Education (PgCE) level 6
 - Postgraduate Certificate in Education (PGCE) level 7
- From the 24/25 AY, the Diploma in Education and Training (DET) qualification will not be available for new students.
- Providers with degree awarding powers can validate their own FE ITT qualifications at level 5, 6 and 7.
- These courses must have content equivalent to the new DIT framework from the 24/25 AY to attract HE student support.

Further Education Initial Teacher Training (FE ITT)

- From the 24/25 AY, any new FE ITT courses are designated as either:
 - Diploma in Teaching (Further Education and Skills) (if validated by an Ofqual-regulated awarding organisation); or
 - If validated by a Provider with degree awarding powers:
 - Certificate in Education (Cert Ed) level 5
 - Professional Graduate Certificate in Education (PgCE) level 6
 - Professional Graduate Diploma in Education (PgDE) level 6
 - Postgraduate Certificate in Education (PGCE) level 7
 - Postgraduate Diploma in Education (PGDE) level 7
- PgDE and PGDE will not be added to CMS as qualification options for the 24/25 AY. Providers should map these courses to the existing PgCE level 6/PGCE level 7 ITT qualification options, and add PgDE/PGDE in the course name
- The new FE ITT qualifications will attract the same funding package as current FE ITT qualifications so there will be no change to the support package.

How to manage the DET replacement on CMS – full- time

- Full-time courses with the Diploma in Education and Training (DET) qualification should not be saved for the 24/25 AY
- If these courses are saved in error, Providers must ensure these courses are set to 'no students' on CMS for the 24/25 AY
- No new full-time students should be accepted onto courses with the DET qualification
- Once ministerial approval of DET qualification is granted in January 2024, full time students can apply for student finance on these courses

How to manage the DET replacement on CMS – part-time

- Part-time courses with the (DET) qualification need to be phased out on CMS for returning students
- Course must be set to 'returners 'only
- DET courses can be rolled over for teach out students
- No new part-time students should be accepted
- Once ministerial approval of DIT qualification is granted in January 2024, full time students can apply for student finance on these courses



Higher Technical Qualifications (HTQs)

For AY 22/23, HTQ approval was given to 30 'digital subject' courses only (all existing Level 4/5 HE courses such as HND, HNC, Dip HE)

For AY 23/24, HTQ approvals were extended to some Level 4/5 courses in the following subject areas:

- Construction
- Health
- Science

Course Subjects – looking ahead

A phased approach is being taken to HTQ approvals over the course of several AYs. It is anticipated that all the following subject types will eventually be in scope:

Business & Administration

Creative & Design

Education and Childcare

Hair & Beauty

Engineering and Manufacturing

Care Services

Legal, Finance and Accounting.

Transport & Logistics

Agriculture, Environmental and Animal Care

Protective Services

Catering & Hospitality

Sales, Marketing & Procurement

[*Higher Technical Qualification \(HTQ\): an introduction - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/higher-technical-qualification-htq)

HTQ Course Designation

For HTQ courses to be designated they must satisfy the following requirements:

Qualification / Level	Recognised UK Qualifications at Levels 4 and 5 which have received Institute for Apprenticeships and Technical Education (IFATE) approval as a HTQ.
	Minimum duration of one academic year.
	Maximum tuition fee of £9,250 (standard fee cap applies)
	<p>Provider must be OfS registered provider (or delivering in conjunction with an OfS registered provider).</p> <p>Awarding body will require to have degree awarding powers (or foundation degree awarding powers). If a Provider does not have either and wishes to run a HTQ course, students require to be registered with an Ofqual registered awarding body e.g. Pearson.</p>

Where a HTQ course does not meet the minimum requirements, it will **not** satisfy the necessary designation requirements to attract HESF. These courses may instead qualify for ALL.

HTQs – Implications for Students & Providers

	Full-time UG HE courses given HTQ status	Part-time UG HE courses given HTQ status	Former ALL-funded courses given HTQ status
For Students	No change to student finance entitlement currently but students can now achieve an HTQ	New students can apply for full package of HE student finance rather than just Tuition Fee Loans	New students can apply for full package of HE student finance instead of ALLs' fee only support
For Providers	Courses need to have HTQ attribute on CMS for management information purposes etc	Courses need to have HTQ attribute on CMS , otherwise only tuition fee support will be available to students	Courses need to be set up on CMS for the first time (with HTQ attribute correctly applied)

Fees

The Provider Fee Cap will be the maximum approved by;

- The Office for Students (OfS)
 - The Higher Education Funding Council for Wales (HEFCW)
 - 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**

Disabled Student Allowance (DSA) courses

Generic DSA courses will now automatically be rolled over on CMS.

These DSA courses will not appear on your course list.

They will sit in the background for assessing DSA applications.

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**.

Duration	- Select one -
Total credits	- Select one - 1 Year full-time equivalent duration 2 Years full-time equivalent duration 3 Years full-time equivalent duration 4 Years full-time equivalent duration 5 Years full-time equivalent duration 6 Years full-time equivalent duration
HEP course code(s) OPTIONAL	
	Add another course code
Subject categories (HECoS)	- Select one -

Full-Time Equivalent Durations

1 Year	<ul style="list-style-type: none"> CertHE HNC Honours Degree (1 Year Top-Up or 1 Year Intercalation) PGCE
2 Year	<ul style="list-style-type: none"> DipHE HND Foundation Degree Honours Degree (2 Year Top-Up or Accelerated)
3 Year	<ul style="list-style-type: none"> Ordinary Degree Honours Degree (Full Course)
4 Year	<ul style="list-style-type: none"> Honours Degree (With Integral Foundation Year or With Integral Placement Year or With Study Abroad Year) Integrated Masters Degree
5 Year	<ul style="list-style-type: none"> Honours Degree (With Integral Foundation Year And <i>either</i> Integral Placement Year <i>or</i> 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

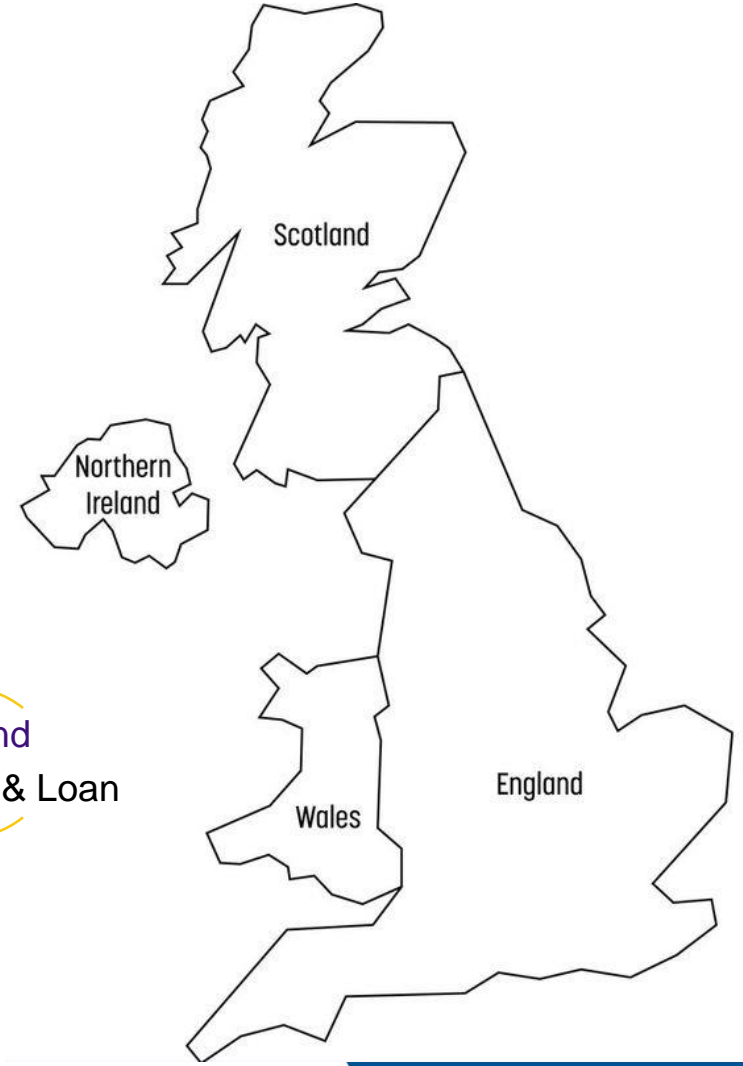
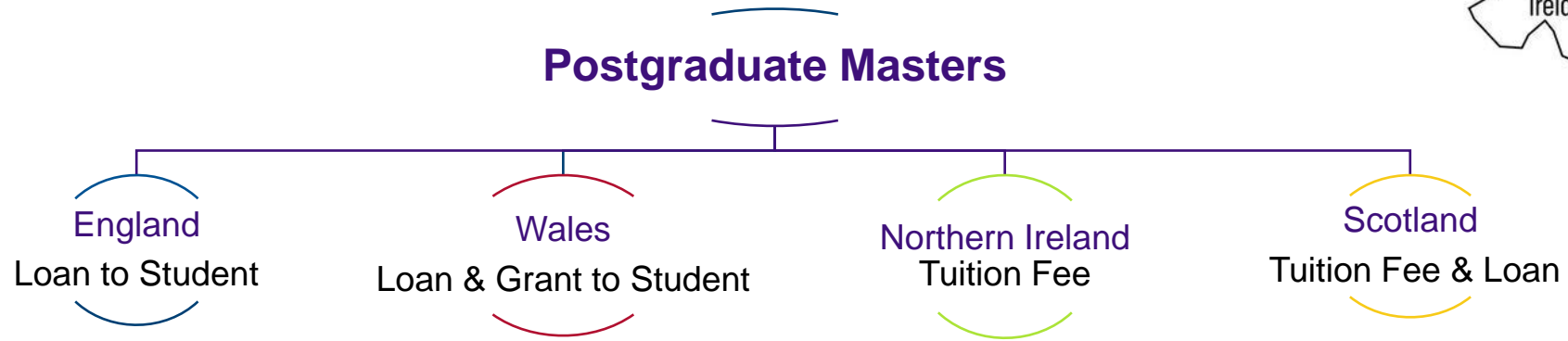
To allow SLC to accurately assess a student's eligibility for Part-Time Maintenance Loan funding, we require you to **enter the number of credits the students achieve on completion of the entire course**.

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.

Postgraduate Masters Loans by Domicile



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

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Provider Locations Courses

Add a Course

Start Year

Funding Level Undergraduate Postgraduate

Study Mode Full-time Part-time

Domicile England/Wales Northern Ireland Scotland

Postgraduate Options Masters Doctorate

Designation

The parts of the UK from which you accept students.

England

Northern Ireland

Scotland

Wales

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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>
<u>PT Version</u>
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 £5,500 per course is paid to the Provider so you will need to add Fees on CMS.



Domicile - Scotland

Eligible qualifications:

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

Duration:

Postgraduate Diploma:

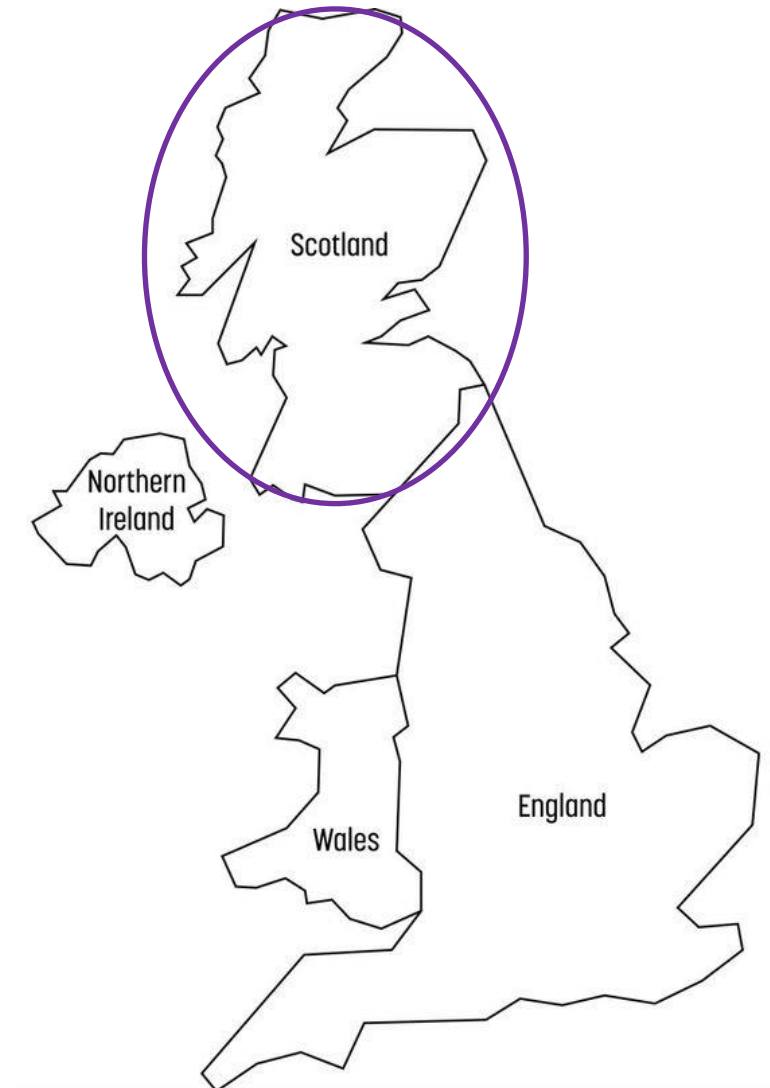
- Full-Time - 1 year
- Part-Time - 2 or 3 years

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 23/24 so far, 9881 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

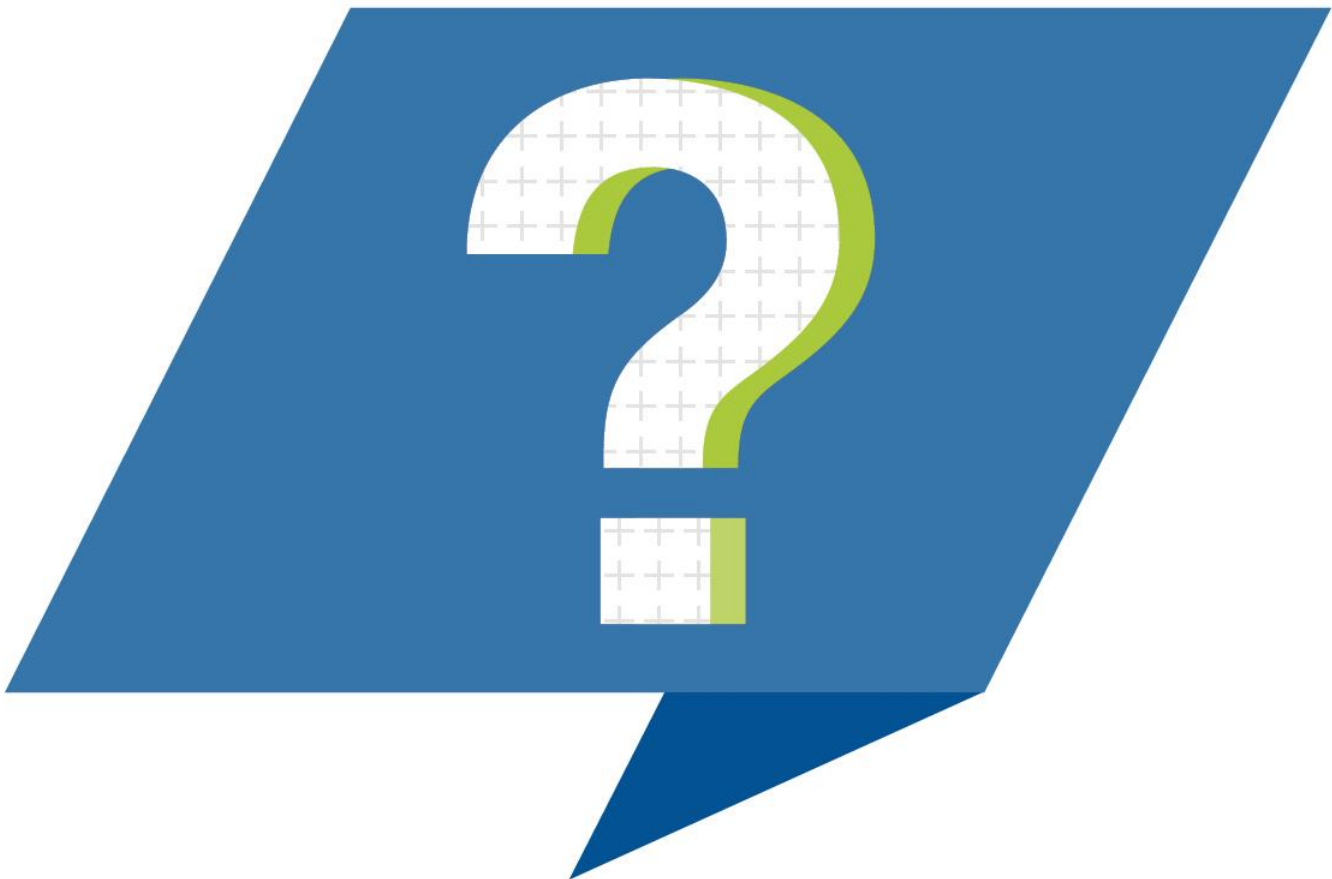
Phone

0300 100 0642



Question Time

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