Introduction to Courses Management Service

Graham Martin – HE Course and Provider Service Manager

Contents

Introduction & Objectives

Design Principles of CMS

A single database of accurate provider and course information

Students should be able to easily find their course when they apply

A student is not made eligible for support unless the course they are on is designated

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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

Service Standards

Service Standard – Full Time Undergraduate

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

- This agreement includes service standards for both timeliness (Elapsed Time) and accuracy (Right First Time) of course submission

- SLC's best-case scenario is all courses uploaded to CMS ahead of student application launch

Service/Process	Right First Time	Elapsed Time
FT UG Course Submission	95% by course collection deadline 99.5% by End of May	85% submitted 10 weeks after course collection launch

Service Standard – Part Time Undergraduate

- The process of submission and validation that takes place with FT undergraduate courses also takes place with PT undergraduate courses

Service/Process	Right First Time	Elapsed Time
PT UG Course Submission	95% by course collection deadline 99.5% by end of May	85% submitted 6 weeks after course collection launch

Service Standard – Postgraduate

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

| Service/Process	Right First Time	Elapsed Time
PG Course Submission	95% by course collection deadline 99.5% by end of June	85% submitted 4 weeks after course collection launch

Roll over Process

Course Collection

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

- CMS Team will notify you when opening each service and remind you of the service standards deadline for completion

Full Time Undergraduate; Mid November	**Scottish Postgraduate;** Mid November	**Part Time Undergraduate;** Mid March	**Postgraduate Masters & Doctoral;** Mid March	**SFNI Part Time Undergraduate;** Mid March
Deadline: 10 weeks	Deadline: 10 weeks	Deadline: 6 weeks	Deadline: 4 weeks	Deadline: 4 weeks

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CMS 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 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
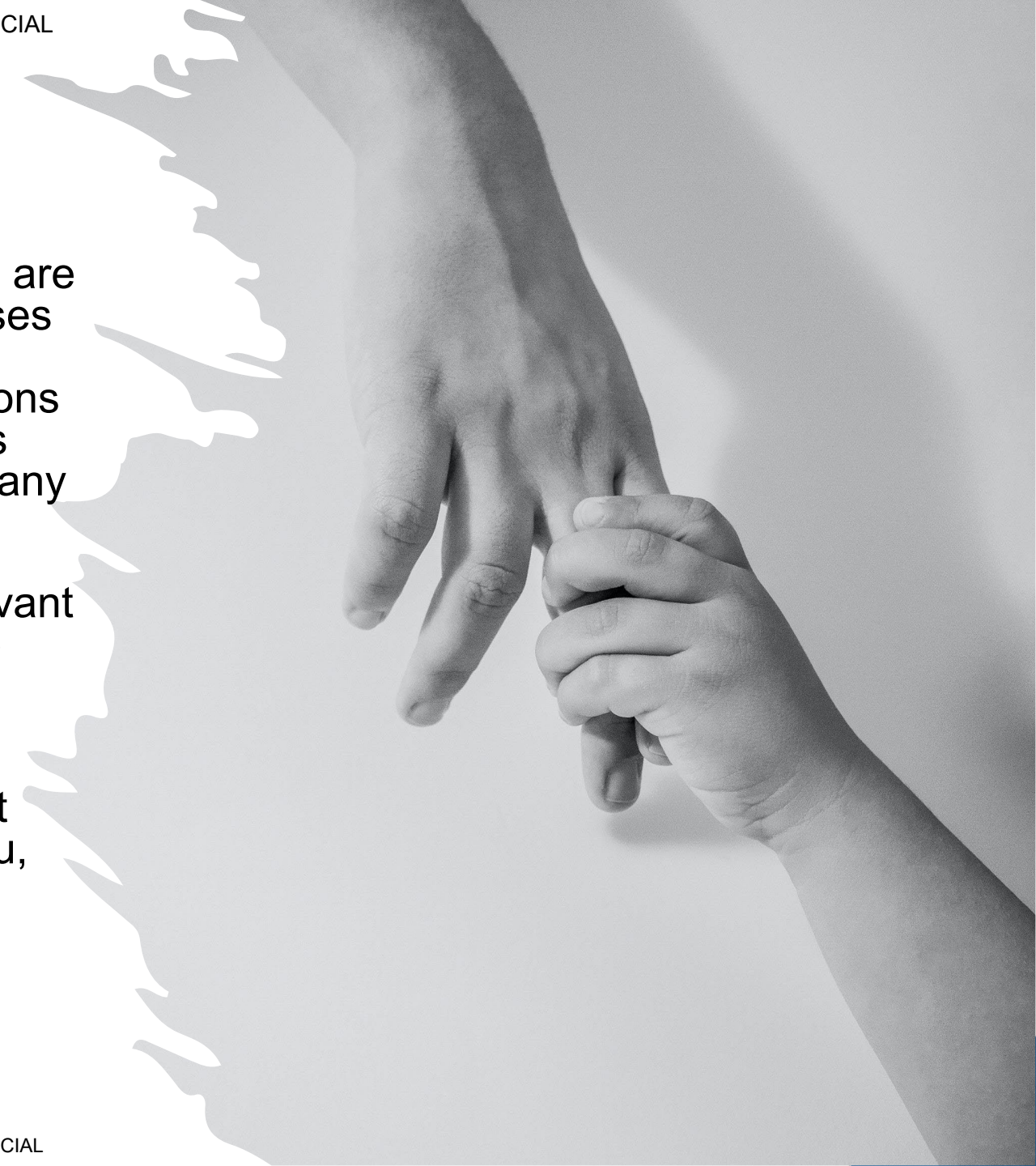
Roll over Process

All saved open courses from AY22/23 will be presented under new academic year 23/24 tab.

Your Provider Profile is controlled by SLC – Check your information and Fee Caps carefully	Course totals are dynamic and will reflect the number of unsaved courses still to be updated	Each course must be saved individually	Students will only see 'saved' or open courses when making an application

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Unsaved Export Toggle

- You can export unsaved courses to review
- You can use the toggle feature to show or hide unsaved courses on the course list screen
- The system default will show all courses, but you can filter out courses that have not been saved

Saving Unsaved Courses

- To save the course, select on the unsaved course

- Scroll down, and input the fee and term date information of the course

- Once details input, select confirm course details

- Course will then move from unsaved to saved

Please note once a course has been saved, it is not possible for it to be reverted to an unsaved status

Last Edit – Time Stamp

- From AY 22/23, when you roll courses over, create a new course or edit a course detail, there will be a timestamp available on the courses page. There are 2 timestamps available, 1 for the last date the course details had been edited and the AY roll over date

Adding Your Courses

How To Add A Course

| Provider | Locations | **Courses** | | Unsaved Export ▾ | Export Courses ▾ |

All Courses | Add a Course

| **Provider** | **Locations** | **Courses** |

Add a Course

Start Year — AY22/23 ▾

Funding Level — ◉ Undergraduate | ○ Postgraduate

Study Mode — ◉ Full-time | ○ Part-time

☐ Accelerated

Continue Cancel

| **Provider** | **Locations** | **Courses** |

Add a Course

Start Year — AY22/23 ▾

Funding Level — ○ Undergraduate | ◉ Postgraduate

Study Mode — ◉ Full-time | ○ Part-time

Domicile — ◉ England/Wales | ○ Northern Ireland | ○ Scotland

Postgraduate Options — ◉ Masters | ○ Doctorate

Continue Cancel

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Courses Details

When adding on a course, it is important you enter a course name that accurately reflects the course the student is studying. This will help the student find the course when applying for finance

Add a qualification and duration that is relevant to the course

Select all subject categories (HECoS codes) that apply to the course. Their may be more than one that will apply, simply add another HECoS code

Locations
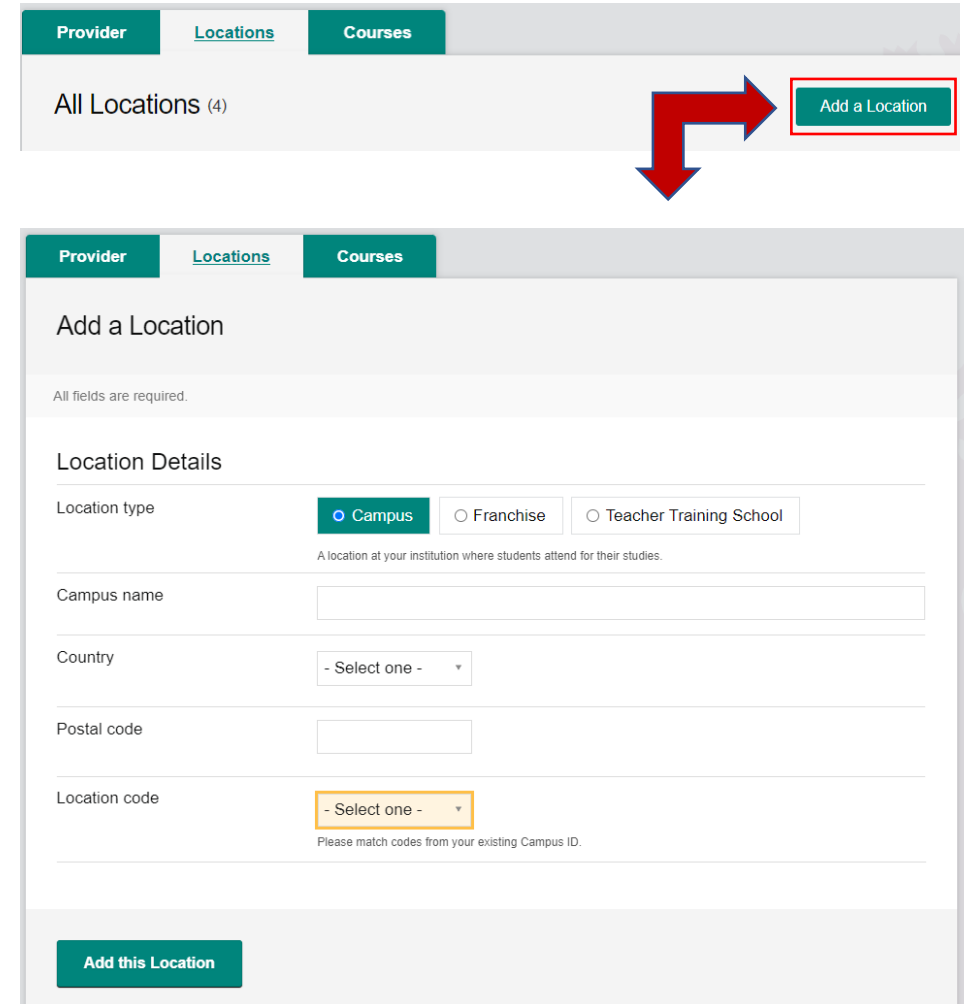
Courses can be offered at various campus or franchise locations

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

Available Course Years

Using the Available Course Years function, HEPs can '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 can 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 HEPs to use this functionality rather than using the close course function

Fees

- The Provider Fee Cap will be the maximum approved by:

  - the Office for Students (OfS)

  - the Higher Education Council for Wales (HEFCW)

  - the Department for the Economy Northern Ireland (DfENI)

  - the 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 to cater for year-on-year changes

| AY23/24 | AY22/23 | AY21/22 |

These course details have been generated but not saved. You must confirm the details to offer this course for Academic Year 2023/24.

There was a problem submitting the form.

Please review the following:

- England Fee cannot be higher than the provider Fee cap
- Scotland Fee cannot be higher than the provider Fee cap

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 regarding course length

It's vital that the number of teaching weeks (the time your students are attending lectures, undertaking course work or taking exams) is accurate

Many HEPs operate on two semesters rather than three separate terms

As SLC pay your students at three points throughout their academic year we still need to maintain the three terms in our systems
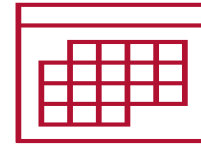
If you use semesters, then you must create term dates that reflect as closely as possible the study pattern of your students

You should use any 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 terms 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)	1st August	1st January	1st April
Winter (Jan-Mar)	1st January	1st April	1st July
Spring (Apr-Jun)	1st April	1st July	1st January
Summer (July-Aug)	1st July	1st January	1st April

Term Dates

Important points to note:

Fresher's Weeks should not be counted as weeks of teaching unless students are attending lectures

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

Exam Periods can be included in teaching weeks, but awaiting results cannot nor external exam resits

Bank Holidays and Weekends should be avoided unless students are in attendance these dates

Long Courses where course length exceeds 30 weeks and 3 days may result in additional student support

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Term Dates and Intakes

You can use the same term dates for all years of the course or split out the years if different

- To add another intake, select the link at the bottom. To remove an intake, click the remove button on each intake. This can only be done before its saved

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 dates that start on a weekend.

Confirm these dates are accurate:

☐ This course has weekend term start dates

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

Key Information

Attributes & Flags

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

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

Distance Learning flag **MUST** be added where course is fully delivered by distance learning

NHS bursary funding for Nursing, Midwifery and Allied Health Professional courses

Dental Hygiene/ Therapy courses are assessed differently from some standard NHS courses

Paramedic courses may attract NHS support so applications need to be manually checked

Medicine/ Dentistry student support varies for undergraduates and graduates **DO NOT** select the NHS Bursary flag as well

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Attributes & Flags

There is a new course attribute available from academic year (AY) 23/24

You will now be able to select Higher Technical Qualification as an option

Higher Technical Qualifications (HTQs) are level 4 or 5 qualifications that have been approved by the Institute for Apprenticeships & Technical Education (IFATE)

From academic year (AY) 23/24, if the course has been approved by IFATE, these courses need to be marked as HTQ courses on CMS
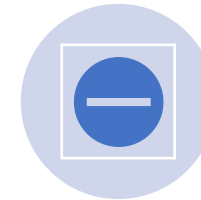
Do not roll over your existing full-time courses that had HTQ approval as they do not have the HTQ attribute attached for AY 22/23. Instead, please create new versions of these courses on CMS as per the guidance above, ensuring that the HTQ attribute is selected

Higher Technical Qualifications (HTQs)

New Full Time HTQ Courses:

- When setting up a new full time course that is HTQ approved, the HTQ attribute needs to be selected at the point of course creation

- If you have existing full time courses on CMS that now have HTQ approval, do not roll these over as they do not have the HTQ attribute attached. Instead, create new versions of these courses selecting the HTQ attribute when creating them. If you have rolled them over in error, set them to 'no students'

- Some further education funding courses have now gained HTQ approval. Please add these to CMS for the upcoming academic year, for these qualifications the HTQ attribute will be automatically ticked

- For courses that previously received further education funding, only new students should be linking to these, returning students are not eligible for HE funding on them. Please use the 'available' course years function to manage this

Higher Technical Qualifications (HTQs)

New Part Time HTQ Courses From AY 23/24:

- English domiciled students on part time HTQ courses may be entitled to part time maintenance loan for them

- When setting up a new part time course that is HTQ approved, the HTQ attribute needs to be selected at the point of course creation or students will not be assessed for part time maintenance loan

- Existing part time courses on CMS that now have HTQ approval should be rolled over. Returning part time students are only entitled to the package of support that was available when they started their course

- Some further education funding courses have now gained HTQ approval. Please add these to CMS for the upcoming academic year, for these qualifications the HTQ attribute will be automatically ticked

- For courses that previously received further education funding, only new students should be linking to these, returning students are not eligible for HE funding on them. Please use the 'available' course years function to manage this

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

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Disabled Students Allowance Course

DSA Courses

- If you have a generic DSA course on CMS, from AY 22/23, a new DSA course has been added to CMS on your behalf and will be rolled over each academic year

- **Please note**, there is no need to save any previous DSA only courses that you had

- These new DSA courses will not appear on your course list. They will sit in the background for assessing DSA applications

Duration – Eight Year Option

- From AY 22/23, when creating a new full-time undergraduate course, you have the ability to select a duration of up to 8 years

Part Time Undergraduate

Part Time Duration

- 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**

Intensity

Part-Time

Full-Time
Equivalent

Full-Time Equivalent Durations

- 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)

1 Year	2 Year	3 Year	4 Year	5 Year
CertHE HNC Honours Degree (1 Year Top-Up or 1 Year Intercalation) PGCE	DipHE HND Foundation Degree Honours Degree (2 Year Top-Up or Accelerated)	Ordinary Degree Honours Degree (Full Course)	Honours Degree (With Integral Foundation Year or With Integral Placement Year or With Study Abroad Year) Integrated Masters Degree	Honours Degree (With Integral Foundation Year And Integral Placement Year or With Integral Foundation Year and Study Abroad Year)

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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 achieves 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

- Service Management will validate your part time course credits against the duration entered

Postgraduate Masters

Postgraduate Loans By Domicile

Postgraduate Masters

England
Loan To Student

Wales
Loan/Grant To Student

Northern Ireland
Tuition Fee

Scotland
Tuition Fee & Loan

Postgraduate Doctoral

England
Loan To Student

Wales
Loan To Student

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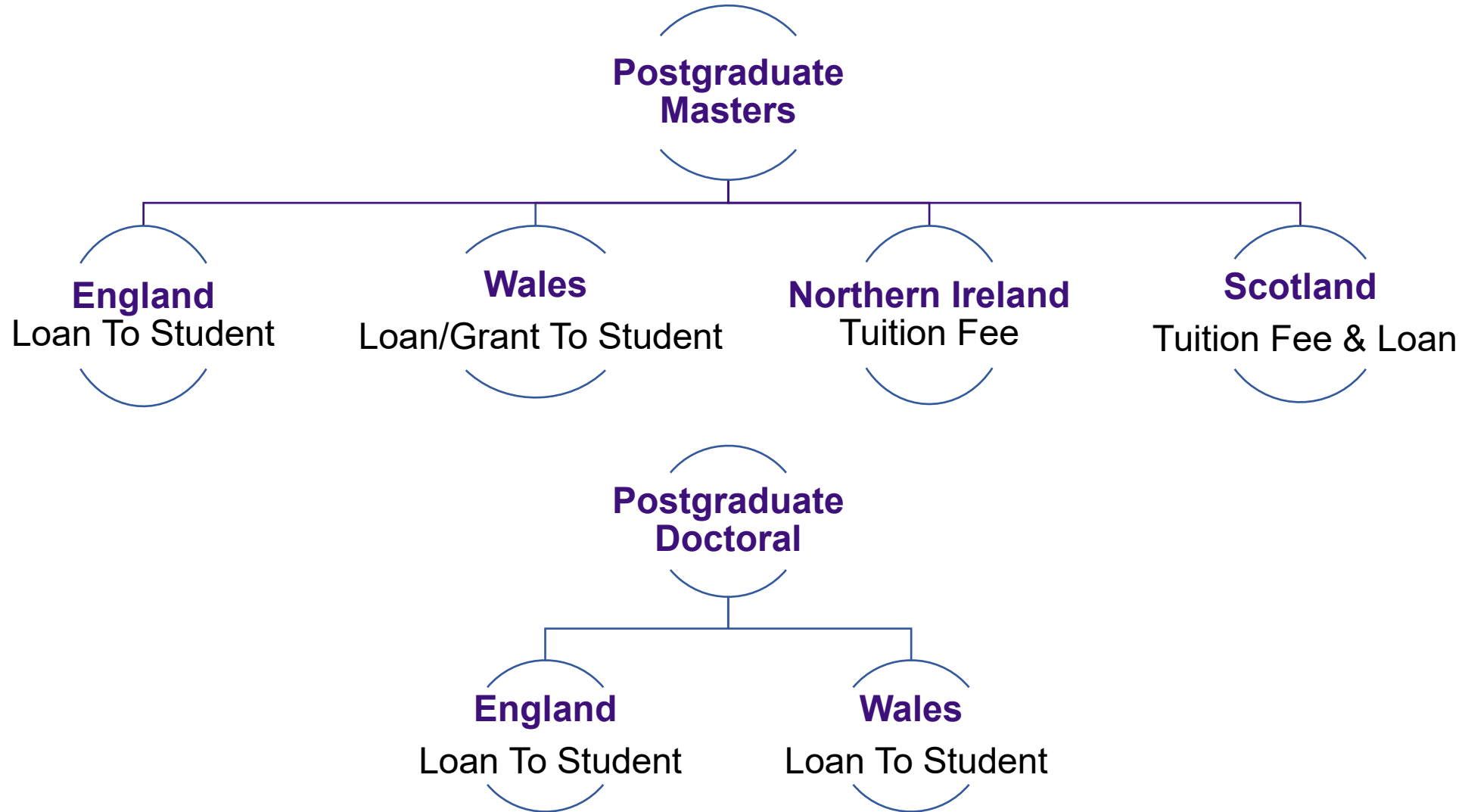
England & Wales

Designation:

- When you select the England/Wales radio button during the initial course set up the designation is automatically checked for both England & Wales

- However, one can be unticked if you only want it designated for England or Wales

- Please remember to review these flags before saving the course to ensure that they are set up correctly where the policy differs

England & Wales

Term dates:

- Term dates determine the student's payment dates

- Enter 3 terms, reflecting study pattern

- Where the final year is shorter i.e., if course is 15 months. you will still need to allocate 3 terms over the three months in Year 2. i.e., one term for each of the 3 remaining months

Intakes:

- Up to twelve intakes can be created under a Postgraduate Masters course

- You **cannot** add or remove an intake once a course has been saved so it is advisable to add all intakes before saving the course

Wales

PG
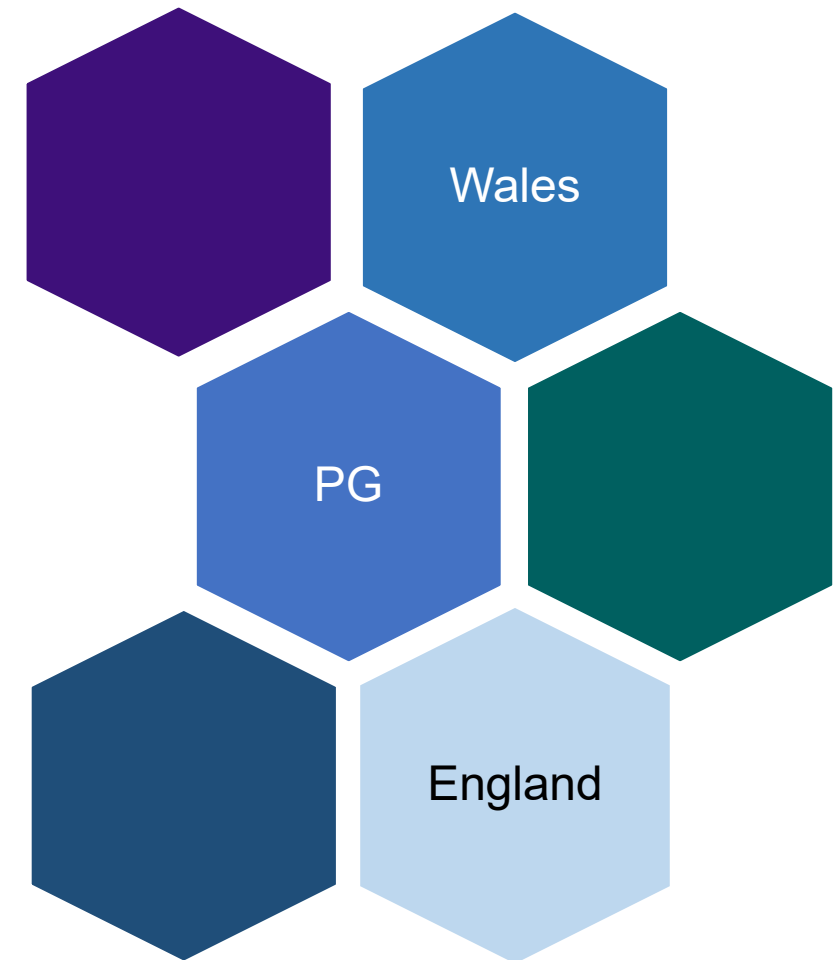
England

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 FT course or not

ENGLAND	
FT Version	PT Version
1 year	1 year FTE
2 years	2 years FTE
No Version	2 years No FTE or 3 years No FTE

WALES
PT Version
1 year No FTE
2 years No FTE
3 years No FTE
4 years No FTE

England

Scenario 1: You offer a taught English Literature Masters at both full-time and part-time study

- For the full time study, this is 1 year and part time study is over the duration of 2 years. You would enter this as 1 year full time and then 1 year full time equivalent for part time. This meets the regulations of the part time course being completed in no longer than double the length of time of the full time course

Scenario 2: You offer a taught Engineering Masters as part time over 3 years. You would enter this as 3 years no full time equivalent. Whilst this course is open, you are not able to run a 1 year full time Engineering masters, as this would not meet the regulations

- However, you are able to offer this course over 2 year full time and 2 year full-time equivalent for part-time as this would fall into the regulations of being completed in no more than double the length of the full time version

Wales

PG

England

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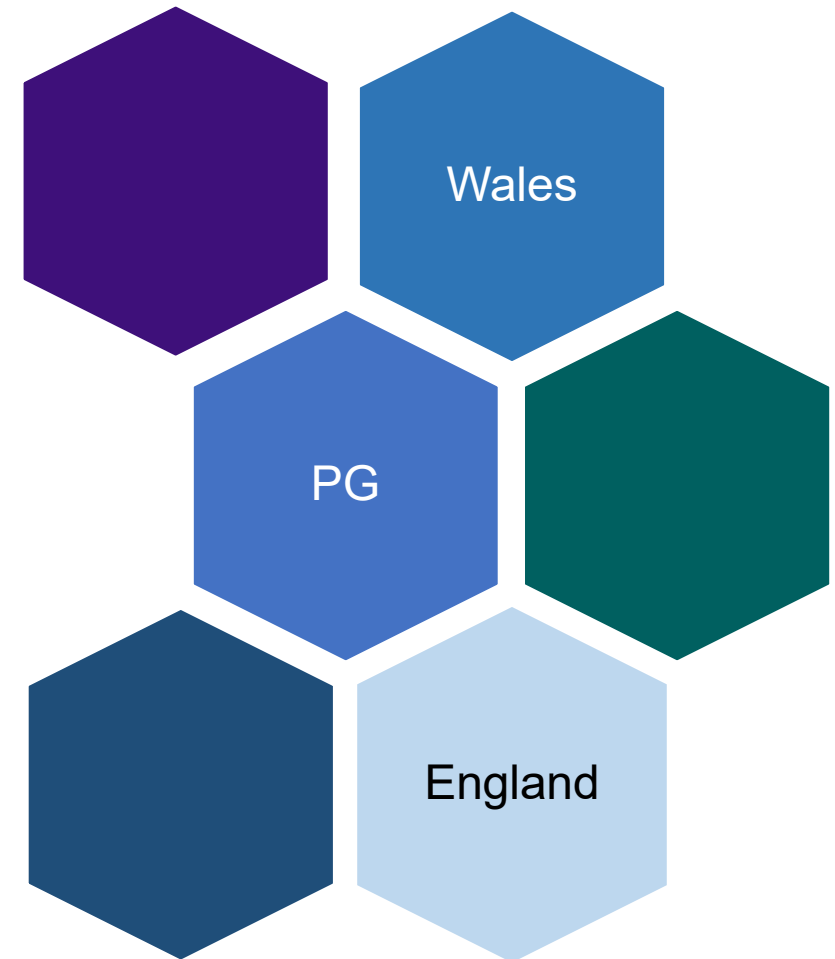
Apply Once

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

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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

SFNI

PG

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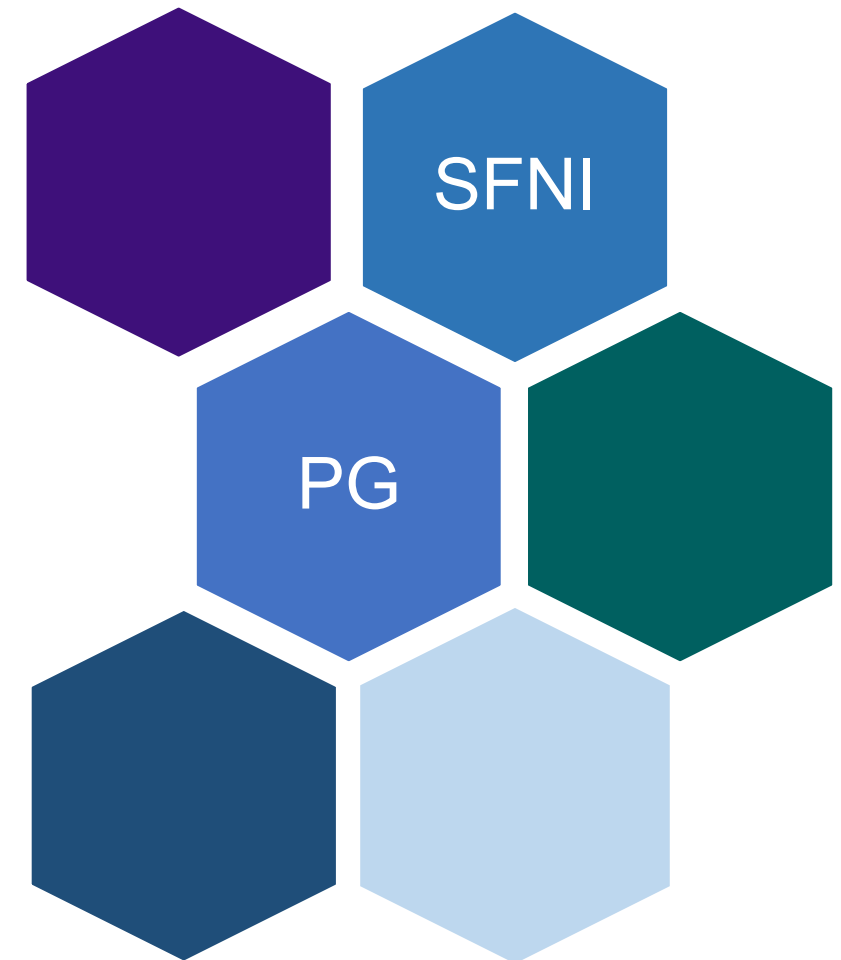
Domicile – Scotland

Eligible Qualifications:

- Postgraduate Diploma (PgDip)

- Postgraduate Masters (PgM), Research or Taught

Duration:

- Full-Time & Part-Time courses for Postgraduate Diplomas with a duration of 1-2 years

- Full-Time & Part-Time courses for Postgraduate Masters, Research or Taught, with a duration of 1-4 years

Fees:

- In Scotland a PG Tuition Fee Loan is paid to the Provider so you will need to add Fees on CMS and ensure that these are set equally across each year of study

SFNI

PG

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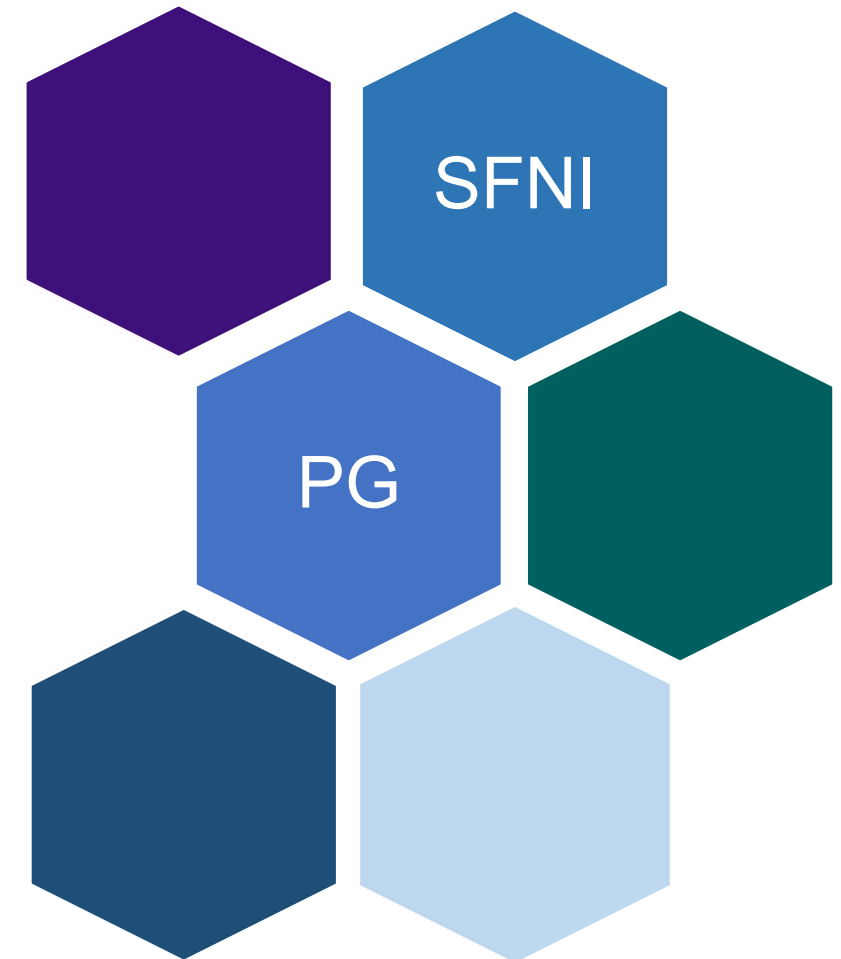
Postgraduate Doctoral

Postgraduate Doctoral Course

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

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Course Validation

Validation Process

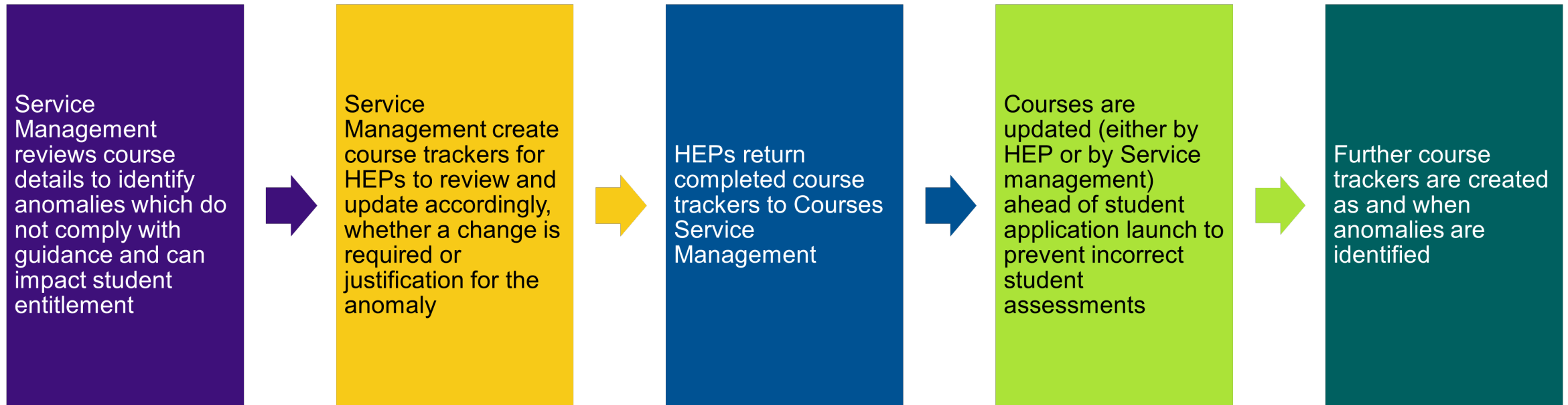- Course Service Management will begin course validation as soon as courses are added to the system. CMS administrators at HEPs should be available for the weeks during and following course collection to answer any queries or make any course amendments discovered as part of the SLC CMS validation exercise

| Service Management reviews course details to identify anomalies which do not comply with guidance and can impact student entitlement | Service Management create course trackers for HEPs to review and update accordingly, whether a change is required or justification for the anomaly | HEPs return completed course trackers to Courses Service Management | Courses are updated (either by HEP or by Service management) ahead of student application launch to prevent incorrect student assessments | Further course trackers are created as and when anomalies are identified |

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

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Course Anomalies – Full Time Only

- For full time courses, we have validated over 90,000 courses each year over the last 3 years, and course upload error rates are improving year or year. In AY 21/22 the error rate was 39.6%, in AY 22/23 the error rate was 3.9% and so far in AY 23/24 the error rate is sitting at 3.73%

Courses submitted and validated	Providers validated	Providers with potential course anomalies	Courses sent to Providers for review	Course errors confirmed by Providers
21/22 Over **90,000**	21/22 **681**	21/22 **553**	21/22 **42,561**	21/22 **35,826**
22/23 Over **95,000**	22/23 **682**	22/23 **440**	22/23 **8,732**	22/23 **3,798**
23/24 Over **90,000**	23/24 **596**	23/24 **408**	23/24 **6,388**	23/24 **3,345**
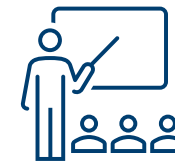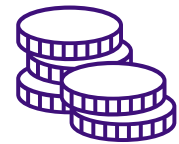
Updating Course Information

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Right First Time Errors

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

Live Cycle — Once the student application cycle is live and students have started to apply for your courses if you make any changes all student attached to the course will need 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

Is the Change Necessary — You should have a discussion with your Account Manager before making any changes to the course to determine whether the changes are necessary but also to alert SLC so we can plan for reassessments

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Course Changes

- As detailed in the previous slide, making a mistake on course submission could impact students. The sooner these mistakes are rectified, preferably before student application launch, the less impact it will have on your students
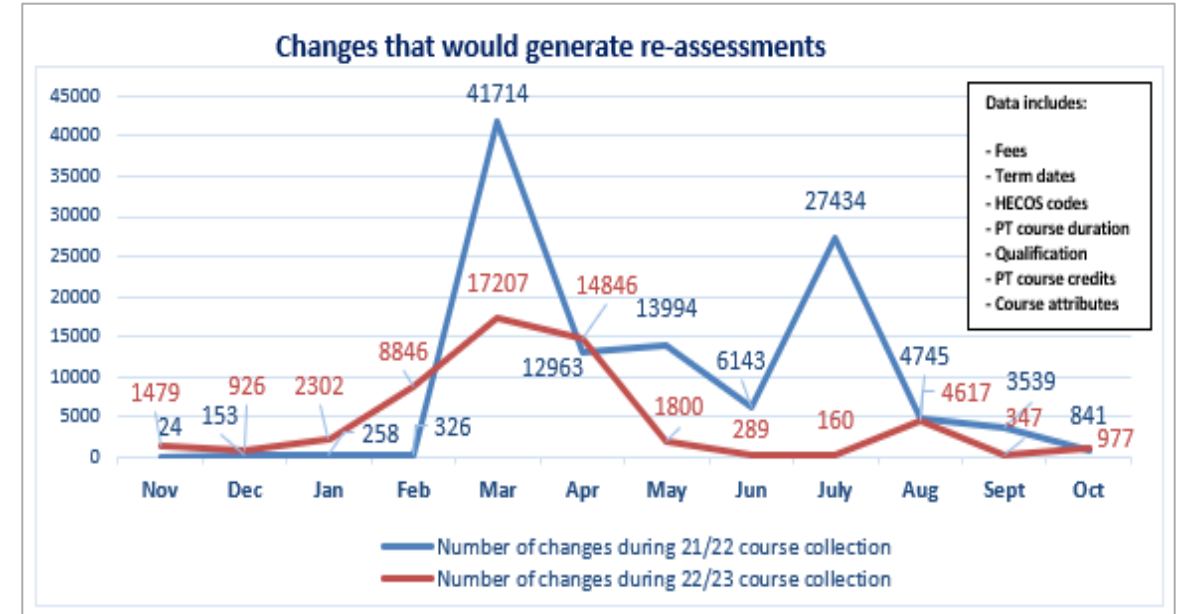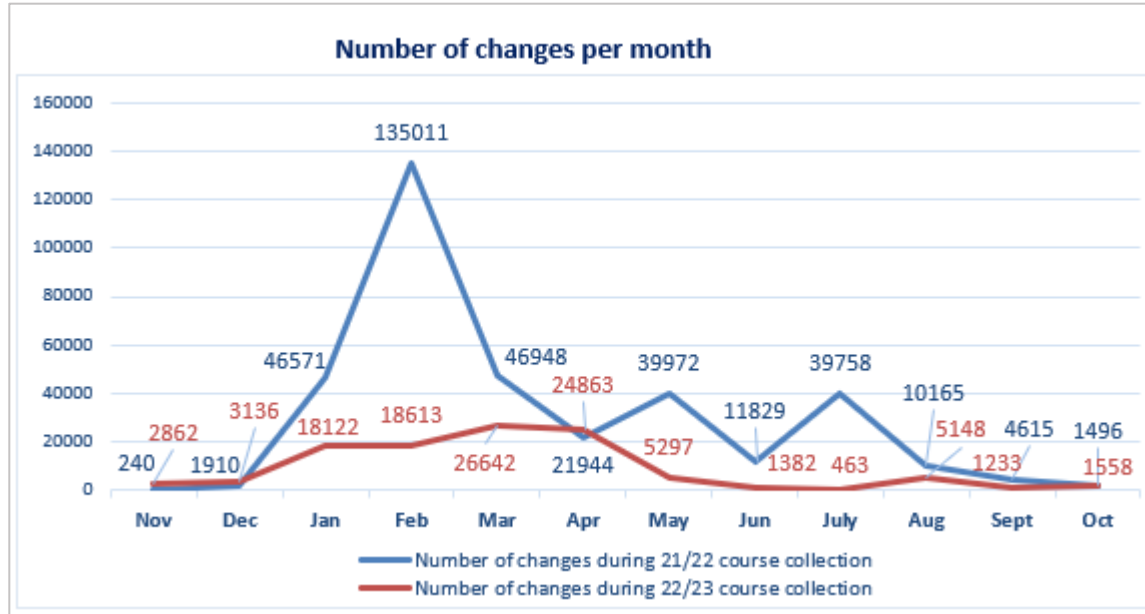
Queries & Guidance

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

Contact the Partner Support Desk

E-mail:
HEP_Services@slc.co.uk

Phone: 0300 100 0642

Contact your Regional HE Account Manager

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Questions

Introduction to Courses Management Service

Graham Martin – HE Course and Provider Service Manager