

## Student record maintenance post September 2018 registration

*(including reporting to the UKVI and preparation for 1 December 2018 census)*

### Introduction

The formal September registration period has finished so that the process of checking registrations and following up those students who have not completed their registration for 2018 **must be concluded urgently** so that all students' records in *Campus Solutions* are correct and up to date. Senior colleagues need to have a clear understanding of our student numbers for the coming session at the earliest opportunity and preparations for the 1 December census need to be completed on a timely basis. Equally significant is the requirement that international students who have either not turned up or have withdrawn must be reported promptly to the UKVI.

#### (a) Management information and 1<sup>st</sup> December census

All reasonable steps must be taken to ensure that all students, who should be, are fully registered and that the record in *Campus Solutions* is as accurate as possible, including all known programme changes, withdrawals and interruptions. Any instances where there may be legitimate reasons why a student has been unable to complete their registration must be reported to Tracy Gallimore ([tracy.gallimore@manchester.ac.uk](mailto:tracy.gallimore@manchester.ac.uk)) who will determine whether there are sufficient grounds to register the individual concerned on a temporary basis. In all other circumstances students must not be permitted to attend classes and be advised that they will either be withdrawn or interrupted / deferred and permitted to resume their studies at a later date, as appropriate.

1<sup>st</sup> December is an important census date in the University, principally for reasons of resource and funding. It is on this date that a 'snap shot' is taken of numbers of students registered at the University which are then reported externally in a return to the Office for Students<sup>1</sup> and are used internally to monitor Schools' performance and inform resource allocation. For students to be included in the statistics derived from the 1 December census they must be registered by **4.00pm on Friday 30<sup>th</sup> November**. Students who complete their registration after this time will not be included in the statistics.

#### (b) Points Based Immigration System (PBS) Tier 4 reporting requirements

Under the legislation the University in its role as a sponsor has a mandatory responsibility to *report to the UKVI on those students to whom it has issued a CAS which has subsequently been used by them to obtain permission to enter and / or remain in the UK*. At this time of the year this includes:

- (i) those students who have failed to register at the start of their programme i.e., *no-shows*;
- (ii) those students who have discontinued their studies, whether temporarily or permanently.

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<sup>1</sup> A particular requirement at this time of year is the annual HESES (Higher Education Students Early Statistics Survey) which is a survey of all students on recognised higher education courses. The data gives the funding council an early indication of the number of higher education students studying in the academic year 2018/9 which enables them to monitor the achievement of funding agreement targets for the year and, with data from the Higher Education Statistics Agency (HESA), informs their allocation of teaching funds.

The following **action is required:**

- (a) Please check the students in your School who have not completed their registration using the *Discoverer report – SDM\_STU\_INCOMPLETE\_REGISTRATIONS*. You will have been running this report periodically since 10 September as per the [Non-registered students – Guidance for colleagues in Schools 2018](#).

You will also have been in contact with the Student Payments and Registration team via email or face to face visits to go through incomplete registrations.

However, it is now particularly important that you review students who are still not fully registered but who are currently in attendance.

To ensure that no genuinely active students are omitted from the 1 December statistics the principal focus for colleagues in Schools should be those students who have a '0' or blank Financial Reg Stage Code in the report.

Financial Reg Stage Code	Explanation
0 or blank	student has not completed any part of financial registration
1	student has paid the first instalment of their tuition fee but has made no arrangements to pay the remaining sum
2	student has paid a first instalment and has given a commitment to pay the remaining sum
3	student has completed financial registration
4	there are no tuition fees due i.e. zero fees

To all intents and purposes students who are at stages '2', '3' or '4' are considered to have completed their registration so that no action will be required for the 1 December census. Colleagues in the Student Services Centre will follow up all students who are shown to be at stage '1'. Additionally, they will follow up the small number of students who, for whatever reason, have been registered temporarily.

Please also ignore students with the Service Indicator Reason 'System – Sponsorship Missing'. These students will be classified as registered whilst we await the sponsorship information to be set up on Campus Solutions.

- (b) As you conduct your checks there will inevitably be a variety of reasons why students have not fully completed their registration. These will include the following:
- (i) *Students who have not arrived and commenced their studies* should be either rolled back into admissions or withdrawn.

New postgraduate and direct entry students who wish to defer to another admit term need to be rolled back into admissions. Withdrawals or deferrals within the same admit term should be processed in the student record. To administer a withdrawal for a new student in the student record the Program Action 'WADM' (administrative withdrawal) and Action Reason 'FSTR' (failure to start) must be applied. Where a continuing student has not registered the Action Reason 'FREG' (failure to register) should be applied. Particular attention needs to be paid to students who were in attendance during the last session but who, for whatever reason, have not progressed into the current session. For instructions go to the [Student Records Maintenance training guide \(pages 52-54\)](#). In circumstances where it has been determined that a returning student be permitted to interrupt their studies it is important that their record is updated correctly, with an end date for the period of the interruption.

- (ii) *Students who are debtors* and therefore have an NSI<sup>2</sup> on their record (service indicator reason Credit Control Office Debt and Credit Control 'Other' Debt) will not be able to complete their registration. In circumstances where a student has a legitimate reason why they have been unable to clear their debt and have satisfied colleagues in Credit Control that they will do so shortly s/he may exceptionally have been given a temporary registration. In all other circumstances students will not be able to continue their studies so that they should be withdrawn or granted permission to interrupt their studies. Please be assured that there is no expectation that colleagues in Schools will chase students for any monies owed. If you have any queries regarding a student who is a debtor please do not hesitate to contact colleagues in the Credit Control Team:

Lee Cooper 52452 June Roche 52451 Debbie Pennington 63048

- (iii) *International students with a CAS status = 'USED'* require particular attention since it is these who are potentially reportable to the UKVI. All roll backs and withdrawals of students to whom the University has issued a Certificate of Acceptance of Study (CAS) which has a status = 'USED' will be picked up daily by colleagues in the Student Services Centre from Monday 1 October and reported to the UKVI as a 'no show' *via* their Sponsor Management System (SMS).

Queries about the process for reporting 'no shows' or withdrawn students to the UKVI can be directed to Laura Markham-Jones in the Student Immigration Team tel: 58546 or email: [visa@manchester.ac.uk](mailto:visa@manchester.ac.uk).

- (c) There will inevitably be students who complete fully their registration but who subsequently withdraw at some point through the forthcoming session. These must be processed promptly so that for international students reports can be made to the UKVI within the specified 10 working days and for home undergraduate students the correct tuition fee amounts are released to the University by the Student Loans Company (SLC). For SLC purposes the University will operate three tuition fee liability points i.e. 24 September, 14 January and 29 April.

If you have any general comments or specific questions about the UKVI reporting arrangements please do not hesitate to contact me directly at [sarah.beer@manchester.ac.uk](mailto:sarah.beer@manchester.ac.uk) or my colleagues in the Student Immigration Team at [visa@manchester.ac.uk](mailto:visa@manchester.ac.uk).

Specific registration queries about data or individual students should be directed to my colleagues in the Student Payments and Registration Team:

Tracy Gallimore on 52302 or at [tracy.gallimore@manchester.ac.uk](mailto:tracy.gallimore@manchester.ac.uk)  
William Gregory on 58544 or at [william.gregory-3@manchester.ac.uk](mailto:william.gregory-3@manchester.ac.uk)

Queries about reports to the Student Loans Company (SLC) should be directed to my colleagues in the Financial Support Team:

Patrick Ryan on 58548 or at [patrick.ryan@manchester.ac.uk](mailto:patrick.ryan@manchester.ac.uk)  
Debby Clark on 52736 or at [deborah.clark@manchester.ac.uk](mailto:deborah.clark@manchester.ac.uk)

Sarah Beer  
Division of Student Admissions and Administration  
15 November 2018

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<sup>2</sup> Please do not assume that because a student has an NSI on their record that it relates to a debt. Service indicators are used for various purposes. An explanation of any particular NSI can be viewed by clicking on the NSI on the record of the student concerned.