

Break in Learning/Suspension CoC Factsheet

Overview

This factsheet aims to help you identify when to process a Suspension or a Withdrawal CoC and understand the impact on payment.

What constitutes a break in learning?

- A break in learning/suspension can only occur if a learner is post liability. If a learner is not in attendance on their first liability point due to sickness but will commence imminently, this should be processed as a Change in Start Date and their loan liability will be recalculated in accordance with their actual start date
- You should follow your existing process for identifying when a learner has taken a break in learning. For example, if a learner is off sick for a short time and has advised they will return to studies within a period of time that will not disrupt their learning/extend their period of learning, you may consider them as in attendance

However, where a learner notifies you they will be absent for a period of time that they will have to make up, such as breaking their leg or maternity leave, the CoC Administrator should notify SLC of their last date of attendance via the Suspension CoC Effective Date. Loan payments will pause. Once the learner has returned to study, this should be processed as a Resumption CoC, with the Effective Date set to the date they resumed their studies. The loan payment schedule will be recalculated, and payments will resume in the next payment due to the Learning Provider. Please note, if the learner does not return to study 12 months following the last date of attendance/suspension date, SLC will automatically withdraw the application for budget management purposes. If the learner returns to study, they should reapply for support, and state the reason for Withdrawal on the new application

When should I submit the CoC?

- The CoC should be submitted as soon as the absence is apparent; SLC will use the Effective Date of the CoC (last date of attendance) to calculate loan liability and adjust payments where appropriate
- If you submit the CoC retrospectively, you must ensure the Effective Date (last date of attendance) is correct to allow SLC to calculate any overpayments

What will happen to our payments?

- If you process the Suspension CoC when it occurs, all future payments will be paused until a Resumption CoC is processed with the date the learner resumed
- If you process the Suspension CoC retrospectively, any future payments will be paused, and any overpayments will not be recovered until the Resumption CoC is submitted. If the sum of the overpayments is greater than the remaining course fee due, this will be offset against the next positive payment due to the LP and detailed in the Loan Position Report and Remittance Report

How can I change the Course Fee charged?

- Loan liability is directly linked to duration of attendance, therefore the LP Portal/Operations Portal will use the Effective Dates of the Suspension and Resumption CoCs to calculate how much loan is due to the LP. However, if you wish to adjust the fee charged, you may submit a Course Fee CoC with a Resumption CoC. Please note, payments are paused while an application is Suspended, so any Course Fee CoCs will not take effect until a Resumption is submitted

What if the learner resumes in a new academic year?

- In the event a learner resumes their learning aim in a new academic year (within 12 months of suspending), this should be processed as a Resumption CoC, as described earlier. If the course fee has increased, please be aware the previous academic year max fee rate still applies, and the learner will have to sign a Loan Request Form in accordance with the higher loan required
- If the learner resumes more than 12 months after they suspended, their application will have been automatically Withdrawn and they will need to submit a new application to resume the remainder of the course
- If the learner is repeating their studies following their return to study, the application should be Withdrawn and the learner should submit a new application as described above

For full guidance on processing CoCs, please refer to section 13 of the User Guide.

Contact

If a learner has a question about the suspension process they should contact the learner helpline on 0300 100 0619. Open Monday to Friday from 8.00am to 8.00pm and between 9.00am and 4.00pm on Saturday and Sunday. Local call rates apply).

Learning Providers can speak to colleagues on the Partner Services Support Desk Helpline on 0300 100 0643, or email them on lpervices@slc.co.uk.