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| Problem | Check for these causes | Solution |
| Not appearing in View SCEs | 1. No matching SPI  2. SPI is different status e.g. Held | 1. Delete (if exist) and (re)create  2. change SPI status |
| Staying top right though active SCE status | 1. No SPI  2. SPI exists but does not match SCE data because:  a) Has transferred to different course/route etc since SPI created  b) Incorrect Mode of Attendance on SCE for that status e.g. FT when status is Exam Only  3. Wrong Mode of Attendance for rules e.g. student physio or nurse with 01 MoA  4.SCJ not linked to correct SPR that has module results/APEL attached.  5. SPR linked to previous SCJ e.g. transferred from SCJ /1 to /2 then back to /1 | 1. Create SPI  2  a) Delete and recreate SPI  b) contact ARO to change SCE MoA  3. contact ARO to change SCE MoA  4. contact ARO to link SCJ to correct SPR  5. contact ASIS to remove link from /2 SCJ |
| Unexpected progression code | Many and varied  Module results missing/incorrect  Module level incorrect (check SMRS)  Incorrect background set up | Check messgae buffer (using Form Messaging Diasabled button) and/or contact ASIS |
| Wrong classification | Incorrect APEL or module mark or level | Check all module result records mark, grade and level. Check APEL correct |
| No award given | 1. SPR Award Year not current processing year  2. Wrong programme for award  3. SPR Award not found in PAW list  4. No (lesser) award given  5. No SPR Award | 1. Change SPR Award year to current year  2.Change Programme on SPR e.g. if top-up award should be top-up programme  3.contact ASIS support  4.contact ASIS support (no lesser award in PAW)  5. Add! |
| Duplicate awards on conferment list | Duplicate SAW records | Double check are duplicates and delete incorrect one (probably prior year one) |
| Student not appearing on conferment list | Incorrect year on SPR or SAW | Change SPR (School) or SAW (ASIS) to current year |