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| Problem | Check for these causes | Solution |
| Not appearing in View SCEs | 1. No matching SPI2. SPI is different status e.g. Held | 1. Delete (if exist) and (re)create2. change SPI status |
| Staying top right though active SCE status | 1. No SPI2. SPI exists but does not match SCE data because:a) Has transferred to different course/route etc since SPI createdb) Incorrect Mode of Attendance on SCE for that status e.g. FT when status is Exam Only3. Wrong Mode of Attendance for rules e.g. student physio or nurse with 01 MoA4.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 SPI2a) Delete and recreate SPIb) contact ARO to change SCE MoA3. contact ARO to change SCE MoA4. contact ARO to link SCJ to correct SPR5. contact ASIS to remove link from /2 SCJ |
| Unexpected progression code | Many and variedModule results missing/incorrectModule 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 year2. Wrong programme for award3. SPR Award not found in PAW list4. No (lesser) award given 5. No SPR Award | 1. Change SPR Award year to current year2.Change Programme on SPR e.g. if top-up award should be top-up programme3.contact ASIS support4.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 |