

# Monitoring of teaching capital funding allocated in the financial year 2020-21

Guidance for higher education providers

Reference OfS 2021.42

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**This document is relevant to higher education providers that either:**

- received formula-based capital funding in the financial year 2020-21
- submitted a successful bid for additional capital funding in the financial year 2020-21.

The data collected will provide us with assurance that the funding has been used for the purposes given, and an understanding of the impact of the capital grant at individual providers.

**Action:** Higher education providers should upload returns to the OfS portal. Providers should note the following timelines:

- a. By **noon on Friday 29 October 2021**: completed workbooks should be uploaded to the OfS portal for data verification.
- b. This data must be final and approved by the provider's accountable officer by **noon on Monday 8 November 2021**.

## Contents

<b>Introduction</b>	<b>3</b>
Formula-based capital funding	3
Additional capital grants for 2020-21 distributed through competition	4
Submission dates	4
<b>The capital funding monitoring process</b>	<b>6</b>
How the information will be used	7
Table-by-table guide to completing your monitoring return	8
Assurance over formula-based capital funding for financial year 2020-21	9
Assurance over additional capital funding allocations for financial year 2020-21	14
How the Freedom of Information Act affects monitoring returns	17
<b>Annex A: The OfS portal for capital funding monitoring 2020-21</b>	<b>18</b>
Assigning yourself to the capital funding monitoring for the financial year 2020-21 survey area	18
Common issues with accessing the portal	18
Downloading your capital funding monitoring 2020-21 workbook	19
Completing your workbook	19
Uploading your workbook	19
Common issues while uploading the workbook	20

# Introduction

1. The Office for Students (OfS) capital funding supports sustainable investment in higher education learning and teaching. We now require all higher education providers in receipt of teaching capital funding in financial year 2020-21 to submit a monitoring return on their expenditure. This information is required under ongoing condition of registration F3, provision of information to the OfS. The requirement to provide this information is set out in Schedule 1 of our update on the OfS's approach to regulation and information about deadlines for data returns.<sup>1</sup>
2. This guidance sets out the information required from providers that either:
  - received formula-based capital funding in the financial year 2020-21.
  - submitted a successful bid for additional capital funding in the financial year 2020-21.
3. Each provider completing the capital funding monitoring return must have its return approved by its accountable officer. The information provided will give assurance that the funding has been used for the purposes given in compliance with the standard terms and conditions, and enable us to evaluate the impact of the capital funding.
4. 'Capital funding' and 'capital grant' mean funding allocated in respect of capital expenditure incurred by the provider. Capital expenditure means money used to acquire or maintain fixed assets, such as land, buildings and equipment, that is normally capitalised in the provider's audited annual accounts. It does not include expenditure on rent, or hiring or leasing of equipment and facilities.
5. Capital grants are paid on a financial year basis (1 April to 31 March) and therefore grants for 2020-21 were required to be spent in full by 31 March 2021.

## Formula-based capital funding

6. The OfS formula-based capital grants for financial year 2020-21 were published in 'Formula capital funding for 2020-21' (OfS 2020.17).<sup>2</sup> The publication summarised our allocations to OfS-funded providers in the Approved (fee cap) category and, together with the 'Terms and conditions of funding for 2020-21' (2020.22),<sup>3</sup> set out requirements on the use of formula-based capital grants.
7. Providers needed to be registered with the OfS in the Approved (fee cap) category on or before 17 March 2020 to be included in the initial allocations announced in OfS 2020.17. The publication also set out the approach that we would take for providers that registered in the Approved (fee cap) category after this date and before the end of the financial year. Our 2020-21 capital allocations were announced in March 2020, and updated in October 2020 and February 2021, to include providers that had become registered in the Approved (fee cap) category after the cut-off date.

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<sup>1</sup> See [www.officeforstudents.org.uk/publications/deadlines-and-requirements-for-2021-22-data-returns-and-annual-financial-return-2022/](http://www.officeforstudents.org.uk/publications/deadlines-and-requirements-for-2021-22-data-returns-and-annual-financial-return-2022/).

<sup>2</sup> See [www.officeforstudents.org.uk/publications/formula-capital-funding-for-2020-21/](http://www.officeforstudents.org.uk/publications/formula-capital-funding-for-2020-21/).

<sup>3</sup> See [www.officeforstudents.org.uk/publications/terms-and-conditions-of-funding-for-2020-21/](http://www.officeforstudents.org.uk/publications/terms-and-conditions-of-funding-for-2020-21/).

8. As set out in OfS 2020.17 and OfS 2020.22, allocations of formula-based capital funding were provided to enhance the learning experience of higher education students, by helping raise the quality of their learning and teaching facilities. The funds may contribute to:
  - a. Investment in equipment used in learning, teaching and e-learning, including information technology (IT)-related equipment.
  - b. Acquisition or replacement of premises or infrastructure for learning and teaching.
  - c. Refurbishment of existing teaching spaces, including through IT-related enhancements, such as improvements to internal IT networks or supporting infrastructure.
9. The funds should be used for higher education provision, and may be subject to audit in the normal way. We recognise that it may be neither feasible nor desirable to create ring-fenced boundaries between higher and further education, or between teaching and research facilities. For example, equipment purchased using these funds may be used by both higher and further education students or for teaching and research purposes. We look to providers to adopt a pragmatic approach, whereby projects primarily focus on higher education.
10. Providers should use capital funding in ways that will improve environmental sustainability, for example in reducing carbon emissions.

## **Additional capital grants for 2020-21 distributed through competition**

11. In September 2020, the Department for Education made available £10 million in additional capital funding for the Office for Students to distribute to support increased student numbers in 2020-21.
12. Following consultation,<sup>4</sup> we distributed the additional capital funding through a bidding process, to ensure it was targeted where it would add most value. The priorities for this funding were to support additional costs for providers that had increased student numbers in high-cost subject areas in 2020-21, in particular where those costs arose from the effects of the decision to revert to centre-assessed grades for A-levels and other Level 3 qualifications in summer 2020. The extra funds were to help providers with increased capacity and to ensure positive graduate outcomes.
13. For the £10 million funding available, we received 67 bids requesting a total of £31 million. Bids were assessed against the criteria set out in Annex A of our initial response on the approach to distributing additional capital funding for 2020-21. In total, we approved 41 bids for funding. Providers that submitted successful bids were notified in February 2021.

## **Submission dates**

14. Providers should note the following timelines:
  - a. Initial submission deadline: by **noon on Friday 29 October 2021**, completed workbooks should be uploaded to the OfS portal for data verification.

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<sup>4</sup> See [www.officeforstudents.org.uk/publications/additional-funding-for-2020-21-and-monitoring-of-medical-and-dental-intake-targets-outcomes-of-consultation/](https://www.officeforstudents.org.uk/publications/additional-funding-for-2020-21-and-monitoring-of-medical-and-dental-intake-targets-outcomes-of-consultation/).

- b. Sign-off deadline following data verification: by **noon on Monday 8 November 2021**, any data verification queries should have been answered. Final data must be approved by the provider's accountable officer, and completed workbooks must be uploaded to the OfS portal.

# The capital funding monitoring process

## Completing your monitoring return

15. The capital funding monitoring return workbook is a Microsoft Excel (.xlsx) file that will be available to download from the 'Capital funding monitoring 2020-21' section of the OfS portal (<https://extranet.officeforstudents.org.uk/data>), from **Monday 4 October 2021**. Please note that before you can access the workbook, the OfS portal user administrator at your provider will need to grant you access. Annex A provides further information on how to use the portal and the role of the user administrator.
16. The tables contain two different cell types:
  - **white cells**, where we require data to be entered where appropriate to your provider
  - **blue cells**, which have been either pre-populated with data from another source, or pre-filled by an underlying calculation.
17. When completing the workbook, you may see automatic validation errors, highlighting where data is not feasible; for example, where a negative number has been entered in a column. Validation errors need to be corrected before the workbook is submitted.
18. A number of colleges merged following the 2020-21 financial year. The teaching capital funding monitoring return 2020-21 for the merged provider will sum the allocations for the lead and other providers. The new, merged provider is required to complete this teaching capital funding monitoring return 2020-21.

## Submitting your survey

19. When you are satisfied that the data is complete and credible, you have until **noon on Friday 29 October 2021** to upload the workbook to the OfS portal for data verification. Please note that the portal usually sees heavy traffic on deadline days, which can cause the upload process to take longer than usual. You can submit the workbook to us before this date, and it is possible to submit the workbook multiple times, though we will only keep and use the most recently uploaded version.
20. The workbook includes a validation check for the sign-off sheet. We do not require hard copy signatures; rather, we use the sheet to confirm that the submitted information has been reviewed and approved by your accountable officer. The sign-off sheet will be pre-populated with the name of the accountable officer to ensure it is they who are completing the sign-off, and they will need to approve the capital funding monitoring return. However, we will not insist on completion and approval of the sign-off sheet until after the initial submission deadline for data verification of **noon on Friday 29 October 2021**.
21. After the capital monitoring workbook has been successfully uploaded to the portal, you will be able to download a results package. This contains the latest processed copy of your workbook with an updated 'Information' worksheet that will show the submission date and a version number. You should always download the results package, as we will refer to the most recent version of your workbook.

## The data verification phase

22. The capital funding monitoring return must be submitted for data verification by **noon on Friday 29 October 2021**. You can submit the workbook to us before this date. We use the data verification phase of the monitoring process to make sure that we are confident in the accuracy of your data. The data verification phase starts as soon as you have uploaded your workbook, and ends on the final deadline of **noon on Monday 8 November 2021**. By this point any queries we have will need to have been answered and your data will need to be approved by your accountable officer.
23. You should keep an adequate audit trail for the compilation of your data return for at least five years. It should be possible to provide a clear rationale for the figures, and to supply any data used to support your return.

## Action required

24. The capital funding monitoring return workbook is a Microsoft Excel (.xlsx) file that will be available to download from the 'Capital funding monitoring 2020-21' section of the OfS portal (<https://extranet.officeforstudents.org.uk/data>), from Monday 4 October 2021.
25. The actions required are as follows:
- By **noon on Friday 29 October 2021**: completed workbooks should be uploaded to the OfS portal for data verification (see paragraphs 19 to 23).
  - By **noon on Monday 8 November 2021**: Any data verification queries should have been answered. Final data must be approved by the provider's accountable officer, and completed workbooks must be uploaded to the OfS portal.

## How the information will be used

26. The data gathered through the monitoring process supports a number of important functions in the OfS. These are:
- Assessing whether providers have complied with the provisions of OfS 2020.22.<sup>5</sup>
  - Improving our understanding of trends in capital expenditure and outcomes across the sector, including the activity providers are engaged in, its cost and how the OfS formula-based capital funding contributes towards it. This data is an essential element of demonstrating the effectiveness and impact of capital funding.
27. The OfS will use qualitative data analysis software to help analyse monitoring returns. This will enable us to gain a more meaningful understanding of the work being done across the sector, and to provide more in-depth analysis on providers' approaches.

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<sup>5</sup> See [www.officeforstudents.org.uk/publications/terms-and-conditions-of-funding-for-2020-21/](https://www.officeforstudents.org.uk/publications/terms-and-conditions-of-funding-for-2020-21/).

## Table-by-table guide to completing your monitoring return

### Cover sheet

28. Your provider's capital allocation paid in the financial year 2020-21 is shown and is the **actual sum paid** in the financial year 1 April 2020 to 31 March 2021. This sum may not match the teaching capital grant announced in OfS 2020.17. The difference relates to:

- a. Year-end adjustments in March each year, such that some of the 2020-21 capital grant announced in OfS 2020.17 will have been paid out in March 2020, i.e. before the 1 April 2020 start date of the period that we are currently monitoring.
- b. Additional capital grants for 2020-21 distributed through competition.

This is illustrated in Table 1.

**Table 1: Illustrative difference between allocation and sum to be monitored**

<b>For Provider X:</b>	
Total per published allocation for the financial year 2020-21 (OfS 2020.17)	£350,000
Actual sum paid in the financial year 2020-21 ( <b>sum to be monitored</b> )	<b>£260,000</b>
Difference comprises: (minus) formula-based capital funding 2020-21 instalment paid in March 2020	£90,000
Additional capital grants for 2020-21 distributed through competition	£0

29. A number of providers had an amendment to their formula-based capital allocations during the 2020-21 financial year. Providers were notified of their amended capital allocations, and updates to Annex A of OfS 2020.17 were published in October 2020 and February 2021. Amendments were due to:

- data amendments
- transfers of students
- changes to corporate form (such as mergers)
- new allocations for eligible providers that became registered with the OfS in the Approved (fee cap) category since the initial March 2020 grant announcements
- the distribution of sums held back to allow for providers becoming registered in the Approved (fee cap) category within the 2020-21 financial year.

30. Any workbook validation errors are listed on the cover sheet.



## Assurance over formula-based capital funding for financial year 2020-21

### Expenditure and activities sheet – OfS formula-based capital funding

#### Table 1. OfS formula-based capital funding total expenditure

31. Your provider's formula-based capital allocation paid in the financial year 2020-21 will be pre-filled, and is the actual sum paid in the financial year 1 April 2020 to 31 March 2021 (see paragraphs 28 to 29). The expenditure you report should only relate to funds spent from formula-based OfS capital funding in the 2020-21 financial year.
32. The total expenditure of OfS formula-based capital funding to the nearest pound sterling (£) between 1 April 2020 and 31 March 2021 is calculated based on the data entered into Table 2, and will be pre-filled. Any capital funding unspent from your allocation for 2020-21 will be automatically calculated.

#### Table 2. Formula-based capital funding activities expenditure and commentary

33. Table 2 collects information on how your OfS capital allocation for 2020-21 was spent. Record your provider's expenditure to the nearest pound sterling (£) on capital funded activity in 2020-21, using the three categories provided. This will enable the OfS to collect consistent information across the sector to assess. The three categories are:
- a. **Equipment:** Investment in equipment used in learning, teaching and e-learning, including IT-related equipment. This may include equipment and facilities that are expensive to acquire or develop and that need additional funding, such as equipment needed for science, technology, engineering, and mathematics (STEM) subjects, or to support progression through higher education. E-learning and IT-related equipment may include development of digital learning such as adaptive learning programmes, mobile apps and small micro-learning platforms. This does not include renting or hiring of equipment.<sup>6</sup>
  - b. **Acquisition or replacement:** Acquisition or replacement of premises or infrastructure for learning and teaching. This may include construction of new buildings and facilities, or replacement of or extension of existing premises and facilities. Acquisition may include the purchase of leaseholds, but this category does not include the making of payments outside of the purchase price, such as for rental or service charges.
  - c. **Refurbishment:** Refurbishment (including maintenance) of existing teaching spaces,<sup>7</sup> including through IT-related enhancements, such as improvements to internal IT networks or supporting infrastructure. This may include material improvement to facilities where the capital expenditure increases the value of a provider's fixed assets. Provide an indication of the improvement of

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<sup>6</sup> Permissible capital expenditure on software includes the purchase of operating systems or substantial applications packages, including where licence, update and maintenance charges are rolled up into the upfront cost and not separately charged over the expected life of the product – that is, where the product has been purchased outright. However, software licences and maintenance expenditure incurred on a periodic basis (even if the period between payments is more than a year), not allowable as capital expenditure and should instead be treated as recurrent.

<sup>7</sup> This may also include refurbishments and adaptations of other existing facilities so that they can be repurposed as space for learning and teaching.

condition (for example, providers may use the Higher Education Statistics Agency definitions of condition of estate as a guide, such as Condition A, Condition B, etc.<sup>8</sup>), or a description for how the space has been refurbished to change its functionality.

34. While many providers will have undertaken activity covering all of the categories, we understand that some, particularly providers receiving smaller allocations, may carry out work that falls under a single category. If your provider made no expenditure in a given category, then please enter '0' for that category.
35. We understand that the OfS capital grant will be only a small proportion of your provider's total capital expenditure. However, the expenditure you report in Table 2 should only relate to that incurred in the period from 1 April 2020 to 31 March 2021 that was met from OfS capital funding.
36. If you have undertaken activities that could fall under more than one of the predetermined categories, please make a judgment on which category or categories are most appropriate. This may involve a judgment about how the contribution from OfS capital funding for a particular project should be apportioned between categories. There must be no double-counting of expenditure against OfS capital grant, or against any other capital grant from a UK or EU public source.
37. A brief commentary on the expenditure activity must be added as free text in the appropriate column. We are keen to understand the impact of capital financial support programmes, and the information provided in this table will be used to inform our understanding of a provider's use of OfS capital funding, and why it is required. For activity where you have recorded less progress than anticipated, for example where it may have been influenced by external factors such as the coronavirus pandemic or planning constraints, please set your progress in some context.
38. We encourage the inclusion in your commentary of information that will give us a good understanding about how capital funding has been prioritised and achieved value for money. For example, this may include information about:
  - a. Subject groups or broad programme areas that will be the main beneficiaries of the capital funding, such as medicine, dentistry and other healthcare disciplines, STEM, performing or creative arts, other subject groups, or other categories of teaching or shared use space.
  - b. How the expenditure contributes to reducing carbon emissions and environmental sustainability.
  - c. The extent to which the expenditure is intended to improve space usage and efficiency.
  - d. Additional value through collaborative partnerships with other providers, industry, charities or other organisations, or benefits to local economies, and communities.
  - e. The impact of the capital funding in combining with and leveraging other sources of finance (whether through grants or loans), and the impact this has had on your ability to deliver capital projects.
39. A partial screenshot of the Tables 1 and 2 is shown in Figure 1.

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<sup>8</sup> For estates management building condition assessment definitions, see <https://www.hesa.ac.uk/collection/c19042/a/conditionassessmentdefinition>.

## Figure 1: Expenditure and activities sheet – OfS formula-based capital funding

### Capital funding monitoring return 2020-21

#### Assurance over formula-based capital funding for financial year 2020-21

##### Provider (UKPRN)

**Table 1. OfS formula-based capital funding total expenditure**

OfS formula-based capital grant for 2020-21	£	0
OfS formula-based capital funding spent by 31 March 2021	£	0
OfS formula-based capital funding unspent by 31 March 2021	£	0

**Table 2. Formula-based capital funding activities expenditure and commentary**

Category	Commentary (Character limit = 2500)	Expenditure (£)
Equipment: Investment in equipment used in learning, teaching and e-learning, including information technology (IT)-related equipment  (2500 characters remaining)		0
Acquisition or replacement: Acquisition or replacement of premises or infrastructure for learning and teaching  (2500 characters remaining)		0
Refurbishment: Refurbishment (including maintenance) of existing teaching spaces, including through IT-related enhancements, such as improvements to internal IT networks or supporting infrastructure  (2500 characters remaining)		0
<b>Total</b>		<b>0</b>

## **Underspend commentary sheet – OfS formula-based capital funding**

40. On this worksheet, we have confirmed the total capital funding allocated to your provider by the OfS for the 2020-21 financial year, and we are asking you to:
- a. Confirm any underspend of formula-based capital funding by 31 March 2021.
  - b. Provide a brief commentary on the reason for any unspent funding, and the processes that your provider has used to ensure that it has used the funding in accordance with our terms and conditions.

### **Table 3. OfS formula-based capital funding total expenditure (copy of Table 1)**

41. If you do not confirm that the funding has been fully spent in accordance with the terms and conditions, we will contact you separately to discuss this, as the funding will need to be repaid to the OfS.

### **Table 4. Underspend commentary**

42. When providing a commentary, please use the free text box to explain the underspend and the impact this has had on your ability to deliver capital projects. This should set out details of how your provider planned to use the formula capital allocation on particular projects within financial year 2020-21, the reasons why expenditure of the total was not complete by 31 March 2021, and any implications of this on the timetable and financing for the capital projects concerned in subsequent years.
43. A partial screenshot of the table is shown in Figure 2.

## Figure 2: Underspend sheet

### Capital funding monitoring return 2020-21

### Assurance over formula-based capital funding for financial year 2020-21

Provider (UKPRN)

**Table 3. OfS formula-based capital funding total expenditure (copy of Table 1)**

OfS formula-based capital grant for 2020-21	£	0
OfS formula-based capital funding spent by 31 March 2021	£	0
OfS formula-based capital funding unspent by 31 March 2021	£	0

**Table 4. Underspend commentary**

If there is an underspend against OfS teaching capital funding received, provide a brief explanation as to why.

(Character limit = 2500)

2500 characters remaining

## **Assurance over additional capital funding allocations for financial year 2020-21**

44. In September 2020, the government made available a total of £10 million in additional capital funding to support increased student numbers in high-cost subject areas, in particular where those costs arose from the effects of the decision to revert to centre-assessed grades for A-levels and other Level 3 qualifications in summer 2020. We distributed the additional capital funding through a bidding process.
45. In our letters confirming this funding, dated 10 February 2021, we said that we would seek assurance from providers that the funding awarded has been used for the purposes intended. To minimise burden, we are monitoring the use of this additional grant through the existing reporting mechanism for annual monitoring of formula-based capital funding.
46. On this worksheet, we have confirmed the total additional capital funding allocated to your provider by the OfS for the 2020-21 financial year, and we are asking you to:
- confirm spending of OfS additional capital funding by 31 March 2021
  - confirm any underspend of OfS additional capital funding
  - provide a brief commentary that the funding awarded has been used for the purposes intended
  - provide a brief commentary on the reason for any unspent funding.

### **Table 5. Additional capital funding allocations**

47. Your provider's additional capital allocation paid in the financial year 2020-21 will be pre-filled. The expenditure you report should only relate to funds spent from additional OfS capital funding in the 2020-21 financial year. It should not exclude expenditure from OfS formula capital grants, or any other source.
48. State your total expenditure of OfS additional capital funding to the nearest pound sterling (£) between 1 April 2020 and 31 March 2021. Any additional capital funding unspent from your allocation for 2020-21 will be automatically calculated.

### **Table 6. Confirmation of expected funding usage**

49. A commentary on the expenditure activity must be added as free text to confirm that the funding awarded was used for the purposes described in your provider's bid for additional capital funding. Providers should include a brief summary of the items of expenditure and how these relate to those included in their successful bid. We recognise that the level of additional capital funding that the OfS awarded was below that sought by many providers in their bids. In such circumstances, we do not expect the monitoring return to capture all the capital expenditure that a provider included in its bid.
50. We are keen to understand the impact of capital financial support programmes, and the information provided will be used to inform our understanding of a provider's use of OfS capital funding, and why it is required. We encourage inclusion in your commentary of information about the value of the

additional capital funding, such as its impact in combining with and leveraging other sources of finance (whether through grants or loans), and on your ability to deliver capital projects.

### **Table 7. Underspend commentary**

51. If you report any underspend of the additional capital funding, please use the free text box to explain the underspend and the impact this has had on your ability to deliver capital projects. You should describe the processes that your provider has used to ensure that it has distributed the funding in accordance with our terms and conditions.
52. For activity where you have recorded less progress than anticipated, for example where it may have been influenced by external factors such as the coronavirus pandemic or planning constraints, please set your progress in some context.
53. If you do not confirm that the funding has been fully spent in accordance with the terms and conditions, we will contact you separately to discuss this, as the funding will need to be repaid to the OfS.
54. A partial screenshot of the table is shown in Figure 3.

### Figure 3: Assurance over additional capital funding allocations for financial year 2020-21

**Capital funding monitoring return 2020-21**  
**Assurance over additional capital funding allocations for financial year 2020-21**

**Provider (UKPRN)**

**Table 5. Additional capital funding allocations**

Allocation of additional capital funding confirmed in February 2021	£	0
Additional capital funding spent by 31 March 2021	£	0
Additional capital funding unspent by 31 March 2021	£	0

**Table 6. Confirmation of expected funding usage**

Please provide a brief commentary to confirm that the funding awarded has been used for the purposes intended, and to describe the impact of the funding.  
(Character limit = 2500)

2500 characters remaining

**Table 7. Underspend commentary**

If there is an underspend against OfS additional capital funding received, provide a brief explanation as to why.  
(Character limit = 2500)

2500 characters remaining



## **Sign-off sheet**

55. The capital funding monitoring return 2020-21 must be authorised by the accountable officer of the provider. The monitoring return sign-off sheet provides assurance over the information submitted for all capital funding in financial year 2020-21, including both formula-based capital funding and additional capital funding.
56. Confirm the details of the accountable officer (see paragraphs 19 to 23); we do not require a hard-copy signature. If we need to clarify any of the information returned to us, we will contact the accountable officer in the first instance.

## **Validation sheet**

57. Validation checks are shown, with explanatory text on any validation errors. Validation errors must be corrected before the workbook is submitted.

## **How the Freedom of Information Act affects monitoring returns**

58. The OfS is subject to the Freedom of Information Act 2000, data protection legislation and the Environmental Information Regulations 2004. If we receive a request for information related to the capital funding monitoring, we will ensure any information that is exempt is protected. We will consult with you as appropriate. Further information on the Freedom of Information Act is available at <http://www.ico.org.uk/>.

# Annex A: The OfS portal for capital funding monitoring 2020-21

## Assigning yourself to the capital funding monitoring for the financial year 2020-21 survey area

1. You will need to be a registered user of the OfS portal to be assigned to the capital funding monitoring 2020-21 survey area, from which you will download your Excel workbook as a single zipped file.
2. If you have not registered on the OfS portal before, you will need to ask the nominated OfS portal user administrator at your provider to create an account for you. Each person who requires access to the capital funding monitoring 2020-21 workbook will need to be registered with their own account. You will need to be assigned to the capital funding monitoring 2020-21 survey area by the nominated OfS portal user administrator at your provider. The user administrator can find guidance on how to add portal users to portal areas on the main portal login page. If you are the user administrator, you will still need to assign yourself to the capital funding monitoring 2020-21 survey area.
3. If you do not know who your user administrator is, you can view the user administrators at your provider by logging onto the OfS portal. Select 'My account' towards the right-hand side of the yellow banner, and then click 'Activate an access key'. The names and contact details of the user administrators at your provider will be at the top of the page. If you are not registered and do not know who your user administrator is, please contact [portal@officeforstudents.org.uk](mailto:portal@officeforstudents.org.uk).

## Common issues with accessing the portal

### I cannot log in to the OfS portal

4. If you receive an error message while trying to log in, you may be entering the wrong email address or password, or your account may be locked. Ensure that the email address you are using is correct, and then request a new password. You will be sent a new password, which you will be asked to change when you log in. You can also ask your user administrator to reset your password.
5. If this new password does not grant you access, it is likely that your account is locked. Contact your user administrator, who can unlock your account for you. It is advisable that you also request a password change at the same time. If you or your user administrator have any problems, please contact [portal@officeforstudents.org.uk](mailto:portal@officeforstudents.org.uk).

### The capital funding monitoring 2020-21 survey area has not appeared on my login page even after I have been assigned to it

6. Once you have been assigned to a survey, you may need to log out and then log back into the portal for the survey to appear under 'Home'.

## Downloading your capital funding monitoring 2020-21 workbook

7. Once you have been assigned to the capital funding monitoring 2020-21 survey area, log in to the OfS portal and you will see a link for the capital funding monitoring 2020-21 area under the 'Home' section. This link will take you to the page to download and upload the capital funding monitoring workbook.
8. To download the workbook, click on the 'Download' button. You will receive a zipped file, which will contain your Excel document. You may need to unzip the file before accessing the workbook. You may also need to click on 'Enable editing' on the yellow banner if it appears on your screen when you open your workbook. You can download this empty workbook as many times as required.
9. Save the workbook to a memorable location on your computer. If there are any issues with downloading your workbook, please contact [portal@officeforstudents.org.uk](mailto:portal@officeforstudents.org.uk).

## Completing your workbook

10. The data return form is provided as an Excel workbook with the file extension '.xlsx'. You should not attempt to alter the format of the worksheets by adding or deleting columns or rows. Only cells where data or text are required should be edited. The workbook is protected to ensure that the data submitted is accurate and is only entered into the relevant cells. Worksheets contain information critical to accurate loading of the data; it is essential that this is preserved. We will refuse to accept any workbooks that have been unprotected or tampered with.
11. We recommend that you do not copy and paste data into your workbook, as this can cause formatting issues. If you wish to copy and paste data, ensure that you use the 'Paste values' option instead. This will not copy the formatting of the data you are pasting and will preserve the formatting of the workbook.

## Uploading your workbook

12. Once you have completed the workbook, you will need to submit the workbook to the capital funding monitoring 2020-21 survey area on the OfS portal. You should ensure that:
  - your workbook has not been saved so that zero values are displayed as blanks
  - links to other spreadsheets are removed
  - only one worksheet is selected when the completed workbook is uploaded
  - the workbook is **not** zipped.

Otherwise the workbook may not upload successfully.

13. Submit the workbook as follows:
  - a. Navigate to the capital funding monitoring 2020-21 area on the OfS portal.

- b. Click on the 'Upload' button under the section named 'Please download all files, and upload your completed Excel workbook here'.
  - c. Browse for your workbook, which is saved in your memorable location.
  - d. Click 'Upload'.
  - e. The workbook may take some time to upload if the portal is busy. The page will automatically refresh to show whether your file is waiting to be processed, is being processed, or has completed successfully.
  - f. Check below the status bar for the log of your submission. The 'Outcome' will display as a 'Success' if there are no issues with the uploaded workbook.
  - g. Check the 'Comments' to see whether your workbook is valid and has successfully uploaded (see paragraph 17).
14. Once you have successfully submitted your workbook, check the results package by clicking on the 'Results' button. The results package contains the workbook that you have submitted, which has now been processed.
15. Completed workbooks can be uploaded any number of times until the deadline for submissions, when we will take the latest uploaded version as the final version for submission.

## **Common issues while uploading the workbook**

### **My workbook contains validation errors**

16. The monitoring form includes a number of validation checks. Please check your form carefully and complete the sign off fields on the 'Sign off' sheet before uploading it. You will still be able to upload your workbook if it is invalid, but we will not accept it as a submission.

### **The 'Comments' section of the portal shows errors and no results package is generated**

17. Your workbook has failed to process. There can be many reasons for the workbook not processing correctly. One common error is that the file has been zipped. Before uploading, please ensure that the file is not zipped, as this will make it more likely to process successfully. A second common error is a change in the file extension of the workbook; it must end with '.xlsx'. If you have unprotected the workbook in any way, this may also cause the upload to fail.

### **My colleague has uploaded a workbook but I cannot view the results package**

18. The results package can only be downloaded and viewed from the same OfS portal account that uploaded that particular workbook. To view the results package for a specific workbook you will need to upload the same workbook using your own portal account. Note that this will increase the submission number.



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