

Information and Guidance Notes

Student Financial Support Fund & Financial Assistance Fund

What is the Student Financial Support Fund?

The Student Financial Support Fund is provided by the University to give discretionary financial assistance to **UK students** to help them participate in Higher Education. The assessment process involves identifying students who have particular financial needs or who are in unexpected financial difficulty. Student Financial Support Fund awards are calculated using a formula that compares income and expenditure set by the University.

For more detailed information about the Student Financial Support Fund see:

www.ncl.ac.uk/students/wellbeing/finance/hardship/studentfinancialsupportfund/overview.htm

What is the Financial Assistance Fund?

Financial Assistance Fund (FAF) awards and loans are provided on a discretionary basis by the University to help **International and non-UK EU students** in financial hardship. The Fund assists students in serious and unexpected financial difficulties due to circumstances beyond their control by providing short-term loans or awards. **The Fund cannot assist with payment of tuition fees.** For more detailed information about the Financial Assistance Fund see: www.ncl.ac.uk/students/wellbeing/finance/hardship/financialassistancefund/overview.htm

Why might you apply?

- You require help to alleviate unexpected financial difficulties
- You have a low income and are struggling to cover living costs (**UK undergraduates only**)
- You may be considering leaving the University because of financial problems.
- You have experienced a delay in payment of your funding for living costs.
- You have experienced an unexpected crisis and need emergency assistance.
- You have found it impossible to manage your finances properly

Are you eligible?

- You must be registered full-time or part-time as an undergraduate or postgraduate student of Newcastle University. Part-time students must be studying the equivalent of at least 50% of a full-time course.
- You must show that you need financial assistance and have explored other ways of supporting yourself before submitting an application.

Student Financial Support Fund students

- You must meet the residency requirements for a 'home' student.
- EU students who are eligible for tuition fee support only **cannot** apply to the Student Financial Support Fund unless they meet the residency requirements and qualify as "home" students.
- You must have applied for the maximum student loan (and grant where relevant) to which you are entitled from the Student Loans Company
- As a postgraduate student you must be able to demonstrate you commenced your course with adequate funding in place, including applying for the maximum Postgraduate Master's or Postgraduate Doctoral Loan available to you (if eligible).

Financial Assistance Fund students

- You must be a full-time or part-time registered student from outside the UK, must not meet the residency requirements for a 'home' student and be able to demonstrate that you commenced your course with adequate funding in place to cover all of your costs (this includes any costs for your spouse / partner and / or dependants if you have any).

How often can you apply?

Most students will only make one application in any academic year. For any subsequent application you must show that your circumstances have **changed significantly** and how and when your income and expenditure altered. **You should contact us to discuss your circumstances. If eligible for reassessment you will be given a reassessment application form.** You may be asked to submit evidence to help determine your eligibility for reassessment and the decision to undertake reassessment is at the discretion of the Student Financial Support Team.

Depending upon circumstances, undergraduates who are between consecutive years of their degree programme and who experience financial difficulties may apply for financial support during the **summer vacation** by completing a summer application form which is available upon request. You should contact the Team in the first instance to discuss your circumstances during the summer.

How do you apply?

Application forms are available from Level 2 Helpdesk, King's Gate, the Student Advice Centre in the Students' Union or from our website. **You must complete all relevant sections of the form accurately and provide copies of requested supporting evidence to substantiate your statements and calculations. Incomplete applications will not be accepted or processed.** You must book an appointment to meet with a member of the Student Financial Support Team to submit your application form by calling 0191 208 3760 or 0191 208 5679. **If you provide inaccurate information and / or fail to declare information about all of your bank accounts / credit cards your application will be automatically disqualified and you will be subject to the University's disciplinary procedure.**

How will your information be processed and stored?

Newcastle University is a data controller in terms of the GDPR (and the UK's Data Protection Act 2018). The data provided in the application form will be processed in line with the GDPR and the Student Health and Wellbeing Privacy Notice which can be found at: www.ncl.ac.uk/students/wellbeing/about/PrivacyNotice.htm Data will be stored in accordance with the University's Records Management Policy. Identifiable data will not usually be shared with third parties (separate legal entities to the University) without your explicit consent, except when the University is required to by law. On rare occasions, where it is suspected there is involvement in criminal activities such as money laundering, fraud or funding of terrorism we will report this to the Police.

When will you know the outcome?

Provided your application has been fully completed and you have included all relevant documentation you will usually receive an outcome within ten working days. If your application is incomplete or it is found after submission, that there is missing evidence or a need to for further clarification it will take longer than ten working days to undertake a full assessment and issue an outcome. You should keep a copy of your completed application form. **Applicants will be informed of the outcome of their application by email.**

How are payments made?

If successful, payment will be made directly into your bank account via BACS (credit transfer) within 5 working days of your outcome letter. Only in **very exceptional** circumstances will other forms of payment be considered. Cash payments cannot be made except for emergency loans.

How do you appeal?

If you are not satisfied with the outcome of your application because you feel that the agreed assessment process has not been followed properly you can appeal. Before submitting an appeal you must attend a review meeting to discuss your application and how it has been assessed. Only one Review Meeting will be offered in any academic year. **Not liking the outcome is not grounds for appeal.** You might find it helpful to consult the Student Advice Centre in the Students' Union for help in putting your appeal together.

Contact

Student Financial Support Team, Student Health and Wellbeing Service, King's Gate
Tel: 0191 208 3760 or 0191 208 5679 or send your query via the online web-form which is available at <https://my.ncl.ac.uk/students/contact>