

Student Financial Support Policy

Controlled Document – refer to Intranet for latest version

Category: Student Life

Date Created: January 2019

Responsibility: Student Success Senior Manager

Date Last Reviewed:

Approval: Chief Executive

Version: 19.1

Purpose

To provide:

- financial relief for a course or programme on compassionate grounds; and
- emergency financial assistance to enrolled students at UCOL who are faced with and unexpected financial difficulty or emergency which is affecting progress in their study.

This policy defines what and when financial support will be granted.

The overriding principle is fairness to the applicant and to other students.

Criteria for the procedure to assess applications and to guide decision-making are set out in the accompanying Student Financial Support Procedure.

Scope

Applies to domestic and international students.

Responsibility

The Executive Director, Student Success, is responsible for the enactment of this policy.

The Executive Deans Operational Committee is responsible for considering applications and developing recommendations for Compassionate Grants.

Delegations to approve compassionate grants are as follows:

- The Executive Director Student Success, Executive Director Education and Applied Research, and the Chief Financial Officer
- Compassionate Grants outcome appeals – The Chief Executive

Delegations to approve applications for student hardship support are as follows:

- *Student Success Senior Manager*, and the *Student Advocate and Welfare Coordinator*, *Student Success Advisor (Wellbeing)*, and *The Financial Controller*

- *Student Hardship Assistance outcome appeals* – The Executive Director Student Success

In the normal course of events the Chief Executive is not involved in decision-making in order for that person to remain independent and able to consider an appeal.

The right of appeal should an application be declined is to the Chief Executive.

Policy Statements

1. Applications will only be considered when made using the appropriate application for and providing evidence that they meet the criteria set out in the procedure.
2. All information provided remains confidential. Permission may be gained to obtain clarification where necessary.
3. These are discretionary grants, and not an entitlement. Every application will be assessed on the individual details and merits of the application. The number of students receiving grants will be limited by the appropriateness of the application and funds available each year.
4. Applicants who supply incorrect or false information will have their application declined. In cases where an application appears to be incomplete the student will be given the opportunity to provide additional information.
5. Statistical information will be kept for reporting purposes.
6. All documents relating to the application of this policy will be kept in accordance with UCOL's recordkeeping policy.
7. This policy does not apply to International Students who are eligible to seek redress from their insurer for situations which may be covered under this policy.
8. Any student whose application is declined will be advised of their right to appeal the decision.

Related Documentation

- Executive Deans Operational Committee Terms of Reference (Office of Executive Director, Education & Applied Research)
- [Student Financial Support Procedure](#)
- [International Student Fees and Refunds Procedure](#)
- [International Students Procedure](#)
- [Student Fee Refund Procedure](#)