

HE Hardship Fund Guidance

The HE Hardship Fund is a limited, non-repayable discretionary bursary fund used to provide grants to undergraduate 'home' (eligible for home fees) students to relieve financial pressures, so that they can concentrate on their studies and remain in higher education. The fund can be used to:

- Help towards living costs not already met from other sources
- Assist students in financial hardship
- Provide emergency payments to deal with unexpected financial crises
- Help students considering leaving their courses due to financial problems

Please note that the HE Hardship Fund cannot help with tuition fees and there is no guarantee of an award upon application. Please read about the HE Hardship Fund guidance below before applying.

Who can apply?

The HE Hardship Fund is available to anyone who is studying on a higher education programme at City College Norwich. The Fund is **not available** for students studying on a higher apprenticeship or International students studying on a Tier 4 student visa.

You will only be considered for help from the Hardship Fund if you have made realistic plans to cover your tuition fees and living costs. You must also have applied for any Government statutory support for which you are eligible.

When to apply

Applications can be accepted from 1 October outlining your financial needs.

How to apply

You can pick up an application form from the Reception desk at Norfolk House or the Advice Shop at the College's Ipswich road campus. Alternatively, you can print a copy from our website <https://ccn.ac.uk/support-and-advice/finance/>

Please note that the Hardship Fund does not cover tuition fees.

How your application will be assessed

Your application will be assessed by a panel of staff from the Student Services department.

Timetable for making a decision

Provided your application form has been accurately and fully completed, an assessment and decision will be made within **4 weeks (term time)** of submission. If successful, you can expect to receive a payment within 7-10 days of your email notification (see below). Please be aware that in exceptional circumstances, it may take longer to process applications.

Welfare Benefits

Please note that payments from this hardship fund may impact on your entitlement to welfare benefits, so please check with your benefits provider before applying.

How you will be notified about the outcome of your application

We will email you with confirmation of the outcome of your application. Please make sure your correct email address is listed on your application form (first page).

Appeals

In the event of your application being refused by the college, you will have the right of appeal. In the first instance, contact the Finance Advice Team with more information. If this does not resolve the matter a further appeal can be made in writing and addressed to the Assistant Principal Student Services for consideration by the Appeals Committee. You will be sent a response within 10 working days. You should bear in mind that the Hardship Fund Panel's original decision will normally be upheld if no new evidence of your financial hardship is forthcoming. However, you may choose to make an official complaint to the college. A complaints form is available from the Advice Shop reception desk.

Contact Finance Advisers are Jane Simpson & Rachel McGrath. For further information call into the Advice Shop (A1) in the Norwich Building, phone 01603 773322 or email financialadvice@ccn.ac.uk

Higher Education Hardship Fund Application Form

Guidance Notes for the HE Hardship Fund

The HE Hardship Fund is a non-repayable discretionary fund used to provide grants to home students (undergraduate) to relieve financial pressures, so they can concentrate on their studies and remain in higher education. The fund can be used to:

- Help towards living costs not already met from other sources
- Assist students in financial hardship
- Provide emergency payments to deal with unexpected financial crises
- Help students considering leaving their courses due to financial problems

Please note that the Fund cannot help with tuition fees, and there is no guarantee of an award upon application. Please read about the funds before applying.

Who can apply?

The HE Hardship Fund is available to anyone who is studying on a City College Norwich higher education programme at City College Norwich. The Fund is **not available** for students studying on a higher apprenticeship or International students studying on a Tier 4 student visa, or to UEA students studying Trainee Nursing Associate programmes at our facilities

You will only be considered for help from the Fund if you have made realistic plans to cover your tuition fees and living costs. You must also have applied for any government statutory support for which you are eligible.

When to apply

Applications can be accepted from 1 October outlining your financial difficulty.

Where to get the application form

You can pick up a form from the Reception desk at Norfolk House or the Advice Shop at Ipswich road Campus. Alternatively, you can print off a copy of the 2019-20 form from our website.

How your application will be assessed

Your application will be assessed by panel of staff from the Student Services department.

How you will be notified about the outcome of your application

We will email you with confirmation of the outcome of your application. Please make sure this address is listed on your application form (first page).

Welfare Benefits

Please note that payments from this hardship fund may impact on your entitlement to welfare benefits.

Higher Education Hardship Fund Application Form

1

Personal Details

Student Number	
First Name	Last Name
Tel No.	email
Nationality	
Single <input type="checkbox"/> Married or Living with Partner <input type="checkbox"/> Single Parent <input type="checkbox"/>	
If single – do you live with a parent? Yes/No (please circle)	
If yes, is that parent:	
Married <input type="checkbox"/>	Single <input type="checkbox"/> Living with a partner <input type="checkbox"/>
If no, who do you live with?	<input type="text"/>
If you have dependent children living with you please state date of birth/s:	
Do you have caring responsibilities for other members of your family Yes/No	

2

Course Details

Title of course/s	
I will be in my first, second, third year of this course (please circle) Full-time/Part-time (please circle)	
Name of your Personal Tutor (if known)	
How many course hours a week?	Which days do you attend college? Mon Tues Wed Thurs Fri
Course Start Date	Course End Date

Maintenance Loan/ Grants /Benefits / Household Income Details

Amount of Maintenance Loan awarded 2019-20 £.....

Other Student Finance Grants E.g. Parents' Learning Allowance Childcare Grant

Enclose a copy of your Student Finance Award letter please

Other income or benefits (please list amounts, including income from partner). Please provide evidence (including bank statements, benefit payments, as appropriate) to support your application

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Please give details of the financial hardship you are experiencing at present and what help you require:

Bank Details:

If you are awarded a grant we will pay your award into your bank account. Please enter your bank details below:

Account Number

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Sort Code

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Account holder's name:

I confirm these are my correct bank details

Signed:

Date:

Declaration – Privacy statement Sharing your data

To process your application for HE Hardship Grant funding we may need to share some of your personal information with the following agencies on your behalf:

- Travel companies: so that we can assist with the purchase of your travel pass
- Childcare providers: so that we can pay childcare costs
- Education charities: so that the charity can make payments to you
- Social worker/support worker: to ensure we can pay you the grant you are entitled to if you are a looked after child or care leaver
- Summary data from this application will be used to monitor and evaluate the effectiveness of this fund. Data will be shared at a summary level with the Office for Students, but no individual student data will be identifiable from this data

What information will we share?

Subject to your hardship needs, we may need to share details about your:

- Name, address, date of birth, student ID
- Your travel arrangements
- Your child’s name (applications for help with childcare costs)
- Evidence of household income
- Your attendance, progress, behaviour and course costs

If there is anyone listed above who you do not give us consent to contact, please contact the finance team on financialadvice@ccn.ac.uk to discuss before you submit this form.

City College Norwich Privacy notice

Your data will be processed in line with the College Privacy notice. To read the full City College Norwich Privacy notice for Students: <https://www.ccn.ac.uk/support-and-advice/privacy-policy/>

The College is registered under the Data Protection Act 2018 (DPA 2018) as Norwich City College of Further & Higher Education.

I declare that all the information I have given is correct. If my/my parent's financial circumstances change, I undertake to notify the College. If I withdraw from my course, I may be asked to repay all or part of the monies that I have received including the return of any equipment. I understand that if I submit false or incomplete information or do not declare income that is relevant, you may refer me to the Department of Education and/or the Police.

I have read the information in the HE Hardship Fund Guidelines and by submitting/signing this form I am consenting to the College using my information as above.

Signed..... **Date**.....

Please send the completed form to: Advice Shop, City College Norwich, Ipswich Road, Norwich, NR2 2LJ. Telephone: 01603 773322/Textphone 01603 773513. Email financialadvice@ccn.ac.uk