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Purpose

To guide the Executive Deans Operational Committee on processes to follow when applications for financial relief on compassionate grounds have been received from students.

It defines what and when financial relief will be granted for compassionate reasons.

It provides a framework for receiving and reviewing applications and for decision-making.

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

Criteria to guide decision-making are set out in the accompanying procedure.

Scope

Applies to domestic and international students.

Responsibility

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

Delegations to approve compassionate grants are as follows:

- Chief Executive, Chief Financial Officer, and Executive Director Education & Applied Research.
- The Financial Controller has approval for compassionate grants up to \$5,000.

In the normal course of events the Chief Financial Officer 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 Financial Officer.

Policy Statements

1. Applications will only be considered when 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. This is a discretionary grant, and is 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 Relief Procedure](#)
- [International Student Fees and Refunds Procedure](#)
- [International Students Procedure](#)
- [Student Fee Refund Procedure](#)