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Category: Student Life	Date Created: February 2016
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Scope

Applies to domestic and international students.

Responsibility

The Debt Controller (Student Registry) will advise students on the procedure. The completed application is submitted to the Debt Controller who will request a meeting of the Executive Deans Operational Committee.

The Executive Deans Operational Committee is responsible for considering applications for financial relief on compassionate grounds.

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.

Procedure

The Executive Deans Operational Committee will meet as required to consider completed applications. Members include Executive Deans and Executive Director Student Success.

When an enrolled student withdraws from their programme/approved course and wishes to apply for financial relief on compassionate grounds they can apply for this through the Executive Deans Operational Committee.

Applications must be submitted within a twelve month period from the first day of the course.

The application must be accompanied by appropriate supporting documentation from the student.

The following **criteria** will be used to assist decision-making:

1. Only the following situations which affect the student's study ability will be considered as being compassionate:
 - Serious illness
 - Serious injury

- Events beyond the control of the student
2. The following conditions or circumstances are not normally acceptable grounds for compassionate grants where it already existed when the student first enrolled at UCOL:
 - Long-term conditions (e.g. physical disability, epilepsy, depression);
 - Chronic relapsing conditions (e.g. glandular fever, ME);
 - Ongoing personal trauma.
 3. However, an application could be considered if a change in a long-term or recurring condition impairs a student's study ability.
 4. The following situation is not normally acceptable grounds for a compassionate grant:
 - Failing to pass or completed a pre-requisite course in a programme.
 5. Those seeking relief for financial hardship must apply under the Student Hardship Policy.
 6. A student who is successful in gaining an apprenticeship during their programme may use the same procedure to apply for a discretionary grant.

Supporting documentation

The application must be accompanied by appropriate supporting documentation from the student.

The table below sets out examples of supporting documentation which is considered appropriate to accompany the application. This is not a complete list.

Examples	Appropriate supporting documentation
Serious illness or injury (student or significant other)	Declaration from a health professional assessing the student or significant other: e.g. GP
Bereavement of significant other	Death notice, or order of service from funeral providing student is mentioned by name and confirming relevant dates
Psychological impairment	Declaration from a health professional assessing the student: e.g. Psychiatrist
Exceptional Circumstances	As defined in the Academic Statute*: this may be applied if the Deans' Committee believes the student meets this criteria rather than one of the above.

Additional supporting documentation:

- Certified copies of supporting documents if the original is not provided
- Confirmation of payment of fees for courses for which the student is seeking relief
- A completed Change of Circumstances form, or written notice of withdrawal (if applicable)
- Completed Financial Relief on Compassionate Grounds form (prepared by Debt Controller)

A recommendation from the Executive Deans Committee is submitted to the Executive Director Education & Applied Research for approval.

Potential outcomes

- Decline of application based on failure to demonstrate that criteria are met
- Offer of future study with a discounted fee
- Payment of a compassionate grant

A letter is sent to the student advising them of the outcome. If the application is declined the letter to the student must provide clear reasons for the decision.

A student whose application is declined will be advised of their right to appeal the decision.

* **Academic Statute** definition of Exceptional Circumstances:

Exceptional Circumstances means critical personal circumstances relating to a student's health and/or personal life that may seriously impact on the student's final result in a course/programme. These circumstances must be viewed as having either a significant effect on the student's performance in an assessment or a serious impact on the student's ability to attend, complete or submit an assessment on time. Each personal circumstance will be considered on a case-by-case basis. The final decision on all exceptional circumstances' requests will be made by the appropriate Faculty Board of Educational Improvement.

Related Documentation

- [Student Financial Relief Policy](#)

Attached

- Financial Relief Grants Process Flow Chart

DEANS COMMITTEE FINANCIAL RELIEF GRANTS PROCESS FLOW CHART

