

Student Support Fund Application Guide for Students

Student Support Fund

The Student Support Fund is used to provide discretionary financial help for students who are experiencing financial difficulties whilst studying.

The Student Support Fund comprises two funds, the Department for Employment and Learning (DEL) Student Support Fund and the University's Hardship Fund.

DEL Student Support Fund

All full-time and part-time (50% of equivalent full-time course) Northern Ireland and Great Britain undergraduates and postgraduate students can apply.

Undergraduate students must have taken out their maximum Tuition Fee and Maintenance Loan entitlement.

All postgraduate students must demonstrate that they have organised sufficient funding for their course.

University's Hardship Fund

Students who are not eligible for the DEL Student Support Fund will be considered for an award from the University's Hardship Fund. There is a smaller amount of money available within the Hardship Fund, so circumstances must be exceptional for an award to be made.

For full details of eligibility please refer to <http://www.qub.ac.uk/StudentSupport/>

All students should submit the Student Support Fund Application, which will be assessed for eligibility for an award from either the DEL Student Support Fund or Hardship Fund.

Application Process

This document outlines the steps that you need to complete in order to submit a Student Support Fund Application.

RELATED SOLUTIONS:

SOLUTION SHEET: Student Support Fund Application – Guide for Students 29_08_14

Please refer to the Student Services & Systems website to confirm current version of this Solution

Contact Us


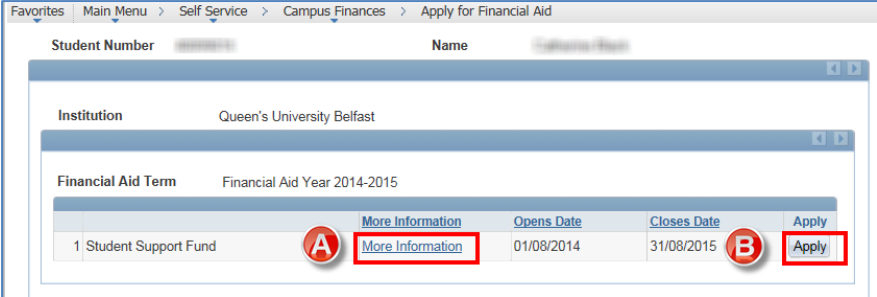
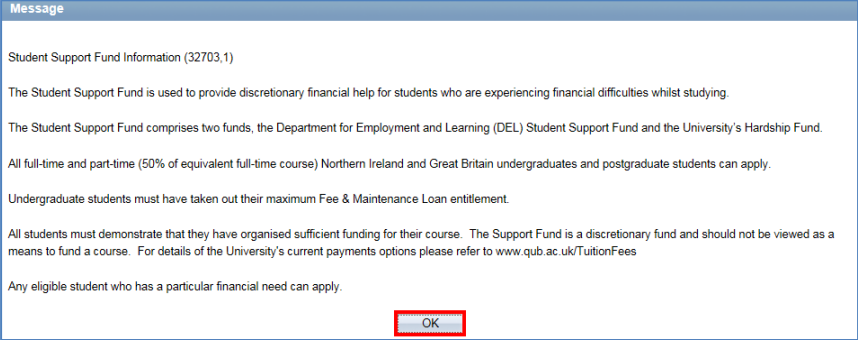
If you require assistance with any stage of the Application, please contact our Student Helpline on 028 9097 3223 or email reghelp@qub.ac.uk

Frequently Asked Questions

Please click on the link below which will direct you to some FAQ's which you may find useful during the Application process.

<http://www.qub.ac.uk/StudentSupport/>

HOW DO I PERFORM THIS TASK?

ACTION	PROCESS
<p>1 Accessing the Student Support Application Form on your Qsis Self-Service</p>	<p>There are 2 ways in which you can access the Student Support Application form.</p> <p>You can either click on the link in the Financial Aid pagelet within your Qsis Home Page, as highlighted in red below:</p>  <p>Or you can navigate to the page using the following:</p> <p>Main Menu → Self Service → Campus Finances → Apply for Financial Aid</p> <p>You will be directed to the Application launch page:</p>  <p>A. If you require more detail on the Student Support Fund click on More Information. When you are ready to leave this page, click on OK.</p>  <p>B. Click on Apply to begin a new Student Support Application.</p> <p>If you still cannot see the link to 'Apply' for the Student Support Fund after checking both ways, please contact our Student Helpline on 028 9097 3223 or email reghelp@qub.ac.uk</p>

2 Completing the Application
Page 1:
Personal Information & Accommodation

Personal Information

Most of the information in this section will pull across from information that you have supplied through the registration process.

You are required to complete the **Number of Dependants** field as appropriate. If you have no dependants leave this field at zero. If you select one or more you will be prompted for further detail on your dependants.

Accommodation

Your address details will automatically infill, however you have the option to view and edit your address details if required. To do this, click on **View Full Address**, this will open in a new window in Campus Personal Information, where you can Edit your Home or Mail address, or Add a New Address if required. Once you have saved your changes, you will be able to close the Addresses page, and you can resume your Student Support Application.

Click on **Refresh** to update your details.

Select the type of term time accommodation most appropriate to you. Please note that if you select either **Partner or Spouse** or **Other** you will be prompted for further information.



NB. Throughout the Application you will see the above symbol. If you click here you will be presented with a text box, providing you with further detail/explanation for the section you are completing.

On completion of this page, click on the following as appropriate:

Next – in order to save the changes you made to the current page and to allow you to move on to the next section of the form.

Save – to allow you to Save your changes and navigate away from the Application. This option will allow you to come back to the Application at a later date to complete further fields or submit your application.

Cancel Application – this option will cancel your current Application. You will still be able to return to submit a new Application at a later date.

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Page 2:
Disability,
Academic
Information and
Bank Details

Disability

This is required information. If you select **Yes**, you will be prompted for further information.

Academic Information

You are required to complete your Academic information as appropriate, if you state that you are on a Placement Year you will be prompted for further information.

Bank Details

Selecting **Click Here** under Bank details will direct you to a new window in which you will be able to enter new bank details or view existing:

Click on **Add Account** if you have not previously set up bank account details.

NB. You must enter the details of a Current Account, and ensure that this is the account to which you want the Student Support Award paid into.

If you have submitted a previous Application please ensure you verify that the bank details you previously submitted are still correct and valid.

It is advisable that you submit details of only one account.

Nickname – Please choose appropriate description. **NB. Please do not use an apostrophe in this field.**

Account Type – Select an appropriate Current Account.

Sort Code – Use the spy glass to search for the appropriate Sort Code. This will allow you to search by **Bank Name** as shown below:

Bank ID	Bank Name
090127	Santander

NB: If you are unable to find your **Sort Code**, please contact our **Student Helpline** on 028 9097 3223 or email reghelp@qub.ac.uk

Account Number – Enter the appropriate Account Number, which should be 8 digits.

Account Holder – Enter the full name of the Account Holder.

When you have completed all relevant fields click on **Next** at the bottom right hand corner, you will be directed to the following screen:

NB. You will see that your Account Number is now encrypted for protection.

Once you have successfully saved your bank account details, you can close the **Manage My Bank Accounts** screen and return to the Student Support Application.

Click on **Next** to progress to the next stage of the Application.

Or click on **Previous** to return to previous page.

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Page 3:
Income Details

Income Type	Amount	Comments	Help
SLC Maintenance Loan	Annual		Help
SLC Maintenance Grant	Annual		Help
SLC Special Support Grant	Annual		Help
SLC Parents' Learning Allowance	Annual		Help
SLC Childcare Grant	Annual		Help
SLC Adults Dependents Grant	Annual		Help
DHSSPS Nursing Means-Tested Dependent(s) Allowance	Annual		Help
DHSSPS Nursing Bursary (Personal Allowance)	Annual		Help
DHSSPS Nursing Contribution towards Childcare Costs	Annual		Help
DHSSPS Social Work Bursary	Annual		Help
Other Grants	Annual		Help
Child Tax Credits	Annual		Help
Working Tax Credits	Annual		Help
Childcare Element of Working Tax Credits	Annual		Help
Income Support/ISA	Annual		Help
Housing Benefit	Weekly		Help
Other Benefits	Annual		Help
Personal Take Home Earnings	Annual		Help
Partner Take Home Earnings	Annual		Help
Other Income	Annual		Help
DEL Postgraduate Stipend	Annual		Help
Other Postgraduate Income	Annual		Help

This page requires you to declare all Income that you receive. Please be aware of the frequency of the **Income Type**, for instance Housing Benefit Income is Weekly, unlike the other Income Types.

Each **Income Type** has an associated Help link which you can click on to provide further detail/explanation of the Income Type field.

Each Income Type has a **Comments** box which is optional, and restricted to 100 characters.

On completion of all appropriate Income, you can then select **Next** to progress to the next section of the Application.

Or click on **Previous** to return to previous page.

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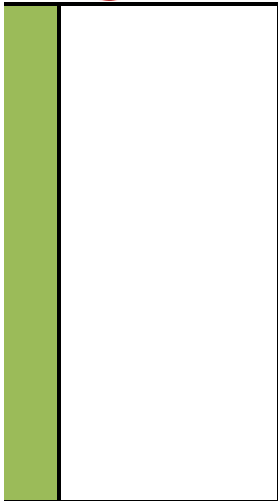
Page 4:
Student &
Partner's
Expenditure

Student & Partner's Expenditure	Frequency	Do you incur any of the following expenses?	Amount	Comments
Rent or Mortgage Payments	Monthly		150.00	
Rates	Monthly			
Course Costs (other than tuition, books or printing)	Annual	<input checked="" type="checkbox"/>		
Medical or Disability (not covered by DSA)	Annual	<input type="checkbox"/>		
Childcare	Weekly	<input type="checkbox"/>		
Travel Costs	Weekly	<input checked="" type="checkbox"/>		
Exceptional Costs	Annual	<input type="checkbox"/>		
Debt Repayments	Monthly	<input type="checkbox"/>		
Other Costs	Annual	<input type="checkbox"/>		
Have you used, or are you currently using, pay day loans as a source of finance?		<input type="checkbox"/>		

You will be required to complete all expenditure incurred by You and if applicable Your Partner.

The **Rent or Mortgage Payments** and **Rates** fields allow you to enter the monthly amounts. The associated **Comments** box is optional and restricted to 100 characters.

The remaining expenditure fields require you to select a checkbox if you incur these expenses. For each tick box that you select you will be prompted for further details/explanation in the next section after you click on **Next** at the bottom of the screen. See below for an example:



When you have completed this section click **Next** to move to the next section.
Or click on **Previous** to return to previous page.

6 Page 5:
Personal
Statement

All fields are required in this page.

You will be required to complete a **Personal Statement** to support your Application. This field is not character restricted.

In order to Submit you are required to agree with the **Terms and Conditions** outlined in the Declaration.

Please check your Application carefully before you click on **Submit**.

NB. By selecting Submit you will no longer have access to edit your application, and you will no longer be able to cancel your Application.

7 Submission of
Application

When you click on **Submit** you will receive the above message reminding you that you are unable to edit your Application once submitted.

Click Yes or No as appropriate.

If you click on **Yes** you will be directed to a Document Management section which will list all documentation required to support your Application.

On submission of your Application you will receive an email to confirm receipt. The email will include the list of documentation that needs to be submitted to enable your Application to be assessed.

Navigation: Favorites | Main Menu > Self Service > Campus Finances > Apply for Financial Aid

Name: [Redacted] Empl ID: [Redacted] Application Number: [Redacted] 14SSF01

Documentation Required	Copy or Original	Document Received	Comments
1 Student Finance Notification Letter and Breakdown	Copy	No	
2 3 Months Recent Bank Statements, for all accounts held in your name (not mini statements - all transactions must be visible)	Copy	No	
3 Tenancy Agreement/Mortgage Statement	Copy	No	

Your application cannot be assessed until all of the requested documentation, as noted above, is submitted to the Student Finance Office.

You should revisit this page, following submission, for details of the following:

- Confirmation that your documentation has been received,
- Confirmation that your documentation is correct, or
- Where the documentation submitted is not correct, this will be noted together with details of further documentation required.

Your application cannot be assessed until all requested documentation has been confirmed as submitted correctly.

Failure to provide the correct documentation will result in your application being invalid after 21 days.

Please ensure that you attach a copy of this page when submitting your documentation, clearly marking your Application Number, Student Number and full name on all pages.

Please do not submit originals, as this information will not be returned.

All documentation should be sent to:

Student Finance Office
Student Guidance Centre
Queen's University Belfast
University Road
Belfast
BT7 1NN

[Return to Applications](#)

Click on **Return to Applications** to return you to the Application Launch page.

Navigation: Favorites | Main Menu > Self Service > Campus Finances > Apply for Financial Aid

Student Number: [Redacted] Name: [Redacted]

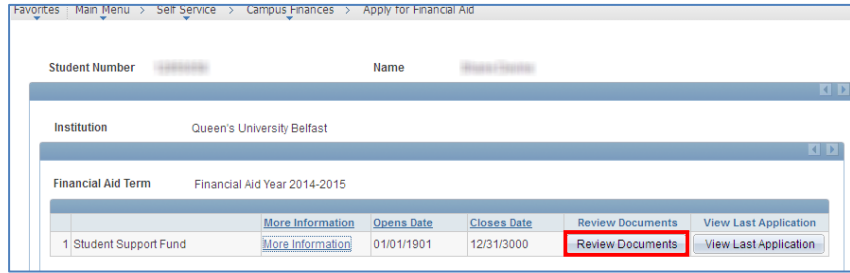
Institution: Queen's University Belfast

Financial Aid Term: Financial Aid Year 2014-2015

	More Information	Opens Date	Closes Date	Review Documents	View Last Application
1 Student Support Fund	More Information	01/01/1901	12/31/3000	Review Documents	View Last Application

You will be able to return to the submitted Application to view your details; however you will be unable to edit the Application.

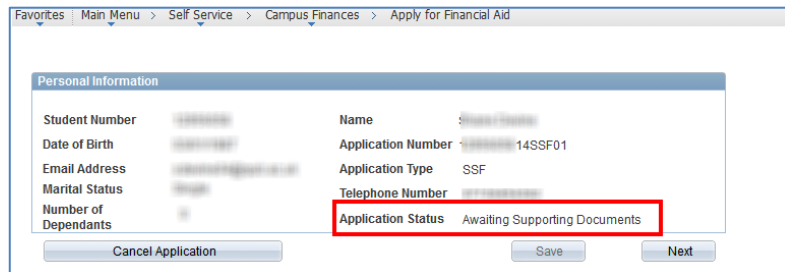
8 Review Documents



After submission of your Application, you will be able to return to the Document Management section by clicking on **Review Documents**. This will allow you to keep track of what you have or have not submitted.

9 Check Status of your Application

You will be able to return to **View your Last Application** and check the **Application Status**.



The possible status entries are:

Status	Description and actions to be taken by you, if any
Awaiting Supporting Documents	There are outstanding documents that you are required to submit in support of your Application. Check all requirements.
Assessment in Progress	You have submitted documentation and your Application is being processed by the Student Finance Office. A decision on your Application has yet to be made at this stage.
Unsuccessful	Your Application has been processed and is unsuccessful.
Successful	Your Application has been processed and is successful.
Application Cancelled	Your Application has been cancelled by the Student Finance Office.

As you your Application moves through each stage you will receive an email informing you of progress.

1. Email to confirm submission of your Application, which will include the list of documentation that needs to be submitted to enable your Application to be assessed.
2. Email to notify you that the documentation you have submitted is either incorrect or incomplete and your Application cannot be assessed until this has been rectified.

		<ol style="list-style-type: none">3. Email to notify you that your Application is 14 days old, and that you have not submitted any documentation in support of your Application.4. Email to notify that your Application is 21 days old, that no documentation has been submitted and that your Application has now lapsed.5. Email to notify you that your Application has been unsuccessful.6. Email to notify you that your Application has been successful.7. Email to notify you that you need to provide correct bank details.
10	Contacting Us	<p>If you require assistance with any stage of the Application, please contact our Student Helpline on 028 9097 3223 or email reghelp@qub.ac.uk</p> <p>Alternatively, please visit our Frequently Asked Questions http://www.qub.ac.uk/directorates/sgc/finance/StudentSupport/</p>