

## Frequently asked questions

---

### 2016/17 Financial Support Package – Frequently asked questions for students starting their course in 2016/17

- [Do I have to apply for a bursary?](#)
- [How will I know if I will receive an award?](#)
- [When will I receive the money?](#)
- [If I am eligible for a fee waiver as a Care Leaver, how do I tell the Student Loans Company?](#)
- [How will any cash amounts be paid?](#)
- [What should I do if I change my bank account?](#)
- [Are any of the bursaries or fee waivers paid for more than one year?](#)
- [If I receive an email before I start my course telling me about one of the bursaries, does this mean that I'm guaranteed to get an award?](#)
- [I have completed a degree but I want to study for a different undergraduate qualification. Will I receive any bursaries?](#)
- [What happens if I withdraw from my course?](#)
- [If I have a debt to the University, what will happen to my bursary payment?](#)
- [If I decide to change to a Part-time course, will I still receive a bursary?](#)
- [I am from a low-income family, but I don't think that I've been assessed for a means-tested student loan and grant. What can I do?](#)
- [I don't think that I consented to share my financial information with the university when I applied for my student loan. How can I change this?](#)
- [Who can I contact if I have questions about my student loan, or about budgeting?](#)
- [Who can I contact if I have questions about the bursaries or fee waivers which aren't covered here?](#)

### Do I have to apply for a bursary?

You do not have to apply as such, as we will use information that we receive from UCAS and from your application form to work out which bursaries you are eligible for. If you are eligible for an income dependent award, we will use the Household Income information provided by the Student Loans Company to help us decide who may qualify. To be considered you must have applied for 'means-tested' loans and grants, and you must notify Student Finance/SAAS that you 'consent to share' your financial information with the University.

### How will I know if I will receive an award?

We will send emails out during the summer to students who we feel *may* receive an award. At that point it is difficult for us to know exactly who will receive an award, so this email will just be to let students know what is potentially available to them. We will then notify all *successful* students of final award entitlement as early as possible after the start of semester one. Again this will be in the form of an email sent to your student email account, so make sure you check it regularly.

## **When will I receive the money?**

Cash bursaries are paid in three instalments, 25% at the end of November, 25% at the end of February and 50% at the end of May. These payment dates are fixed and cannot be brought forward. If you are a Care Leaver and receive a Fee waiver, it will reduce your tuition fee liability and we will notify the Student Loans Company that your tuition fees have been reduced.

## **If I am eligible for a fee waiver as a Care Leaver, how do I tell the Student Loans Company?**

If you are eligible for a fee waiver, and have been granted a tuition fee loan you will have a lower amount to repay at the end of your course. You do not need to notify the Student Loans Company of your choice of a fee waiver, as we will do this on your behalf.

## **How will any cash amounts be paid?**

We will pay the funds directly into your bank account therefore you will need to submit your bank details via your Student Records Online account (you will be reminded to do this before the first payment is made) - if you need help logging in to Student Records Online you can ask any member of staff in any of the Helpzones or Libraries. When the instalment payments are made you will receive a remittance advice, by email, to your student email account.

## **What should I do if I change my bank account?**

Log into Student Records Online to amend your details – you can do this at any time throughout the academic year.

## **Are any of the bursaries or fee waivers paid for more than one year?**

The 2016/17 Partnership Bursary is only paid in your first year.

The Care Leavers Scholarship is payable in each year of your course, as long as you continue to attend and keep in contact with our [Care Leaver Contact](#). Award amounts will be decided at the start of each year dependent on need.

## **If I receive an email before I start my course telling me about one of the bursaries, does this mean that I'm guaranteed to get an award?**

If you received an email about one of our bursaries prior to starting your course, we have identified you as being 'potentially eligible' for a bursary. This means that you fit a basic set of criteria, but you may not fit the full criteria. Bursaries are not guaranteed until you receive our confirmation emails after the start of semester one.

## **I have completed a degree but I want to study for a different undergraduate qualification. Will I receive any bursaries?**

Unfortunately students undertaking a second undergraduate degree are not eligible for any bursaries or fee waivers.

## **What happens if I withdraw from my course?**

If you withdraw, you will no longer be eligible to receive any further bursary or fee waiver payments. If you defer your course you will not be eligible to receive any further payments in any academic year when you are not in attendance. Depending on when in the year you withdraw you may have to repay part of any funds already received, therefore it is very important to let the university know if you are thinking about leaving your course – contact any [Helpzone](#) for advice. Please also see our [tuition fee and bursary policy](#).

## **If I have a debt to the University, what will happen to my bursary payment?**

If you are due a cash bursary and you have a debt, we will automatically offset your bursary against any outstanding amount.

## **If I decide to change to a Part-time course, will I still receive a bursary?**

If you change from a Full-time to a Part-time course, you will no longer be eligible for our bursary schemes.

## **I am from a low-income family, but I don't think that I've been assessed for a means-tested student loan and grant. What can I do?**

You should be able to log into your Student Finance online account to change the way you are assessed – if you are unsure contact our [Money Advice Team](#)

## **I don't think that I consented to share my financial information with the university when I applied for my student loan. How can I change this?**

You can telephone Student Finance England on 0300 100 0607, Student Finance Wales on 0300 200 4050, Student Finance NI on 0300 100 0077, the Student Awards Agency for Scotland on 0300 555 0505 or log into your Student Finance/SAAS online account.

## **Who can I contact if I have questions about my student loan, or about budgeting?**

The University has a dedicated [Money Advice Team](#) who can talk you through the student loan application process. They can also offer general advice on financial matters. You can contact them at [moneyadvice@glos.ac.uk](mailto:moneyadvice@glos.ac.uk) or on 01242 714535.

## **Who can I contact if I have questions about the bursaries or fee waivers which aren't covered here?**

You can contact the Student Funding Office at [bursaryclaims@glos.ac.uk](mailto:bursaryclaims@glos.ac.uk) or on 01242 714236.