

Walbrook Hardship Fund Policy

1. Introduction

1.1 The Walbrook Hardship Fund is intended to:

- i. Assist those who need extra financial help to meet costs that are not being met from statutory (or other) sources of funding.
- ii. Provide emergency payments for unexpected crises.
- iii. Intervene in cases where a student may be considering leaving Walbrook because of financial problems.
- iv. Function as a safety net for short-term, urgent financial needs due to unforeseen circumstances, rather than a primary source of funding.

1.2 Examples of qualifying situations include, but are not limited to:

- v. A serious accident or illness preventing work for a period.
- vi. Destruction of uninsured property by flood or fire.
- vii. Non-payment of wages by an employer.
- viii. Being a victim of banking or credit card fraud.

1.3 The fund cannot be used to pay tuition fees, optional activities, or long-term financial shortfalls resulting from insufficient planning.

1.4 Awards are discretionary, non-repayable, and subject to the availability of funds.

2. Overview of 2026/27 provision

2.1 The fund cannot be used to assist with Tuition Fee costs.

2.2 Applications for assistance from the Fund will be administered by the Student Support Team.

2.3 The Fund will be monitored throughout the academic year, however, should it be spent in full before the end of the academic year, further applications will not be considered.

3. Eligibility Criteria

3.1 To be eligible for hardship funding, students must:

- i. Be fully enrolled in an undergraduate programme.
- ii. Have made reasonable financial arrangements to cover their tuition and living expenses before starting their course.
- iii. If they are eligible, they must have taken out full maintenance funding from the UK government and have made use of any other

funding available to them. This ensures that our limited funds are allocated to students who have already maximised all sources of funding available to them.

iv. Demonstrate that their financial hardship is due to unforeseeable circumstances beyond their control.

v. Submit a fully completed application with supporting evidence.

3.2. Degree apprentices will not normally be eligible for hardship funding.

4. Prioritised Groups

4.1 While applications are assessed on individual needs, priority may be given to:

- i. Students with dependents, particularly single parents.
- ii. Students with disabilities or chronic health conditions.
- iii. Care leavers or estranged students.
- iv. Refugee students.

5. Application Process

5.1 Submission: Contact the Student Support Team to request and complete the Hardship Fund application form and provide a supporting statement explaining the financial difficulties. It is expected the student will provide evidence listed in the application to enable an assessment to be undertaken.

5.2 Assessment: Applications are reviewed by the Student Support Team to evaluate eligibility and need.

5.3 Decision: Decisions are made within 2 weeks, and students are notified via email.

6. Awards

6.1 There are maximum awards of £250 per semester, assessed on a case-by-case basis.

7. Ownership and Authorisation

7.1 The Student Support Team will own the policy, assess applications, and authorise payments up to the specified maximum.

8. Appeals Process

8.1 Students may appeal decisions within 14 calendar days of notification, providing new evidence or identifying bias in the original decision. Appeals are reviewed by the Complaints and Appeals Panel.

9. Payment Methods

9.1 Payments will be made directly to the student's bank account via BACS.

10. Monitoring and Review

10.1 The Walbrook Hardship Fund Policy will be reviewed on a regular basis and Walbrook reserves the right to amend the Fund eligibility criteria or to cease the fund at any time.

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