

Student Finance and University Bursary Common Issues

My student finance hasn't arrived!

Your student finance is only guaranteed to arrive by the start of term if you submitted your application and evidence before the advertised deadline (usually the end of May). If you applied after this date, you will need to make interim arrangements before arriving at University.

Deadline information can be found at:

www.gov.uk/apply-for-student-finance/when

Have you sent in all your documents?

Student Finance will not release any funding until you have submitted all your documents – this includes your signed Declaration form (which can be found in the 'View Correspondence' section of your Student Finance online account).

Have you submitted your National Insurance Number?

Student Finance will not make any payments until your National Insurance Number has been verified.

Have your circumstances changed since you applied?

If Manchester wasn't your first choice or you have transferred from another University, make sure Student Finance know about this! The Student Services Centre will confirm your registration here, but this may be the reason for the delay.

Have you completed all 10 steps of registration?

If not, the University cannot confirm your registration and you will not receive your funding. If a debt is preventing you from registering, you will need to contact the University's Credit Control department on +44 (0)161 275 8130.

Have you collected your student card?

If you are a 1st year student, the University will only be able to confirm your attendance to Student Finance once you have collected your Student ID card. See later in this factsheet for more information.

What are the timeframes for Student Finance?

The usual turnaround period is 6 weeks however this can be longer during peak times.

I have done all 10 steps of registration and collected my card – where is my money?

Student Finance sometimes say that loans will be paid on the 1st day of the academic year however this isn't always the case. Payments are released once registration has been confirmed by the University (i.e. you have completed all 10

steps of registration) then it takes between 3 – 5 working days to reach your account.

However, for 1st year students, registration is only confirmed to Student Finance after collection of your ID card. Once confirmed the payment will then take between 3 – 5 working days to get into your bank account so you should come to University prepared to wait at least 5 working days for your funding after card collection.

My funding isn't what I was expecting...

Have you applied for Student Finance?

You have to re-apply for funding each academic year of your course.

Have you had a full financial assessment?

If not, you will only receive a reduced rate student loan. Please contact Student Finance to request a full financial assessment.

Is your parents' income too high or have they not provided their income details?

The amount of Student Finance you receive is based upon your household income – if this is under £25,000 then you should receive a full loan and above this, funding is awarded on a sliding scale. For students who started University after September 2016, no maintenance grants are payable regardless of household income.

If your parents have not provided their financial information then Student Finance will only award the minimum non-means tested loan amount.

Are you in your final year or on a work placement?

Student Loan amounts are reduced for all students in their final year or on non-Erasmus work placements in the UK and overseas. There is however financial support for students on year abroad/year in industry based on household income – please visit our bursary pages for further information: www.studentsupport.manchester.ac.uk/finances/a-z/bursaries/

Are you a medical/dentistry student and in your NHS-funded year?

If so, your student finance is reduced as you may be eligible for an NHS bursary. Further information can be found on our NHS Bursary funding pages: www.studentsupport.manchester.ac.uk/finances/a-z/nhs-bursary-funding/

Are you repeating study from a previous year for the second time? *this at least 2 weeks before your award is due.*

If you have previously repeated a period of study you will have used your 'plus one' funding year. If you are having a second repeat period, it is unlikely that you will qualify for full funding, therefore you may have to pay your own fees. If on the other hand you have 'compelling personal reasons' it may be possible to get extra funding – please see our Discretionary Funding guidance for further information:

www.studentsupport.manchester.ac.uk/finances/a-z/student-finance-discretionary-funding/

I think I'm eligible for a University Bursary but haven't heard anything...

All undergraduate students will receive an email by the end of October/beginning of November each year advising them to check the Financial Aid page of the University's student system to see if they will be awarded a University bursary. You usually do not have to apply for these bursaries as they are automatically awarded based on income data received by the University from Student Finance.

Once you have received the email please note that the first instalment is due in December. **Unfortunately the University is not able to release these awards any earlier than this date.**

If you think that you are eligible to receive an award and it isn't allocated to your student account after receiving the email or you haven't received a payment, please check the following:

Have you (and your parents) given Student Finance consent to share your information with us?

As the University bursaries are generally based on household income, if we can't see this or your details, we can't assess you for an award! Please contact Student Finance to provide consent if required.

Have you input your bank account details?

The University no longer produces cheques therefore if we don't have your bank account details, we can't pay you!

Please note, bank account details to receive payment are not the same as the account details you may have provided to pay tuition fees at registration. To check if we have details for you, visit the Financial Aid screen of your student system and check your bank account details. If we already have your information, you will not see a green "enter your bank account details" button. If you cannot see this and want to check or change your bank account details, please contact the Student Services Centre.

To enter your bank details, please go to:

<https://my.manchester.ac.uk/> > Tools > Student System > Campus Finances > View Financial Aid

Note: if you want to change your account details, please do

If you have checked the above and feel that you meet the relevant bursary criteria, please contact the Student Services Centre:

www.studentsupport.manchester.ac.uk/student-services/

Useful Links:

Student Finance

www.gov.uk/contact-student-finance-england

If you have a query which is not answered here, please contact studentsupport@manchester.ac.uk

Please note that the information in this guide is intended for Students applying for finance through the Student Finance England system, if you have applied for funding through the Welsh, Irish, Scottish or EU systems the regulations may differ.

We have made every effort to ensure that the information contained in this leaflet is accurate however, we cannot be held responsible for any omissions or errors.