

## The University of Manchester Student Funding FAQ's

**For all Student Finance Queries please visit their FAQ website below**

<https://www.gov.uk/government/news/update-on-slc-customer-contact-services>

### **Q. Will I still get my next student finance payment?**

SLC can confirm that students will receive their scheduled or next instalment of their maintenance loan at the planned start of their summer term, regardless of whether their university or provider has made alternative arrangements for teaching.

### **Q. Can I still apply for student finance?**

If you're studying at the moment or you'll be starting a full-time, undergraduate course after 1 August 2020, you can apply online for student finance as normal.

Postgraduate and part-time, undergraduate student finance applications for academic year 2020 to 2021 are scheduled to launch in June. If this changes, we'll let you know through our social media channels.

### **Q. Will you still take student loan repayments if I can't work due to Coronavirus?**

It's important to remember that you'll only make repayments to your student loan once you're earning over the repayment threshold for your [repayment plan type](#). This means that if you stop working, or your income drops below the threshold, your repayments will stop too.

Find out about the repayment thresholds for [Plan 1](#), [Plan 2](#) and [Postgraduate Loans](#).

### **Q. What funding is available for students?**

Details of our package of awards can found on the Student Support website:

<http://www.studentsupport.manchester.ac.uk/finances/funding-opportunities/>

### **Q. Undergraduate Access Scholarships (Manchester Access Programme)**

<https://www.manchester.ac.uk/study/undergraduate/aspiring-students/map/>

For further information on Undergraduate Access Scholarships or the Manchester Access Programme please contact [map@manchester.ac.uk](mailto:map@manchester.ac.uk)

### **Q. I think I meet the criteria for a bursary but I have not received it?**

Students who have been awarded a bursary or funding will be able to view their award on MyManchester using the steps below. Please also ensure that you have input your bank details too.

1. Log in to <http://my.manchester.ac.uk/>.
2. Select 'Student System' from the 'Tools' menu on the left hand side of the home page.
3. Go to 'Campus Finances' and then 'View Financial Aid'.
4. There is a green 'Bank Details' button, you need to select it and add your bank details to register your information. If the green button is not visible then we already hold UK bank details for you. In order to change existing bank details you need to visit the Student Services Centre and complete a change of bank details form.

*\* Please note if you are unable to access the Student System option on MyManchester you will need to contact IT Support 0161 306 5544.*

If there is no award showing and you believe you are entitled to the Manchester Bursary you must ensure that you have had a full financial assessment undertaken by Student Finance and agreed to share that information with the University. In order to do this contact student finance directly on 0300 100 0607.

If the above steps have been followed and you still don't have an award on the system please contact [funding@manchester.ac.uk](mailto:funding@manchester.ac.uk).

### **Q. How do I amend my current UK bank details in respect of financial awards?**

To change the bank details that you will be paid financial awards to please email [funding@manchester.ac.uk](mailto:funding@manchester.ac.uk) requesting for this to be done. A member of staff will be back in contact informing you how these can be changed.

### **Q. SLC Queries?**

Please contact [funding@manchester.ac.uk](mailto:funding@manchester.ac.uk) for any of the following types of queries:

- Change of Circumstance 'task' to Student Finance for my suspension/withdrawal/resumption
- Student Finance thinks I am on placement/living at home and need a change of circumstances to change this
- SLC think I will be graduating this summer and require a change of circumstances to change this

- Confirming of registration or attendance with student finance

### **Q. Applying for Student Finance – can't find my course/course won't match?**

Please email [funding@manchester.ac.uk](mailto:funding@manchester.ac.uk) to resolve any course issues. When emailing be sure to include your University of Manchester ID Number.

### **Q. Return from Placement (FOR UK STUDENTS ONLY)**

Under the current exceptional circumstances, student funding arrangements will be as follows where placements are disrupted:

- Students able to continue their placement remotely in the host country – your maintenance loan will remain assessed at the same overseas rate as previously.
- Students able to continue their placement remotely in the UK – your maintenance loan will be reassessed by the Student Loans Company (SLC) and calculated at the UK rate for the duration you are in the UK, and at the overseas rate for the period already spent abroad.
- Students completing alternative provision put in place by The University of Manchester (either in the form of a new UK-based placement or provision in lieu of a placement) – your maintenance loan will be reassessed by the SLC and calculated at the UK rate for the duration you are in the UK, and at the overseas rate for the period already spent abroad.
- Students unable to secure any alternative provision – your maintenance loan will be reassessed based on the duration of the period spent abroad and any over-payment will be recovered.

You do not have to do anything in terms of contacting the Student Loans Company. The Funding Team in the Student Services Centre will report the change of circumstance to the Student Loan Company once it has been confirmed by your academic School. The SLC will then make the necessary adjustments and notify you directly of the changes to your funding entitlement, both in terms of tuition fee and maintenance loans.

If you would suffer hardship as a result of the recovery of any overpayment you can apply to the Financial Hardship Team at Student Finance England to defer any recovery. Students wishing to pursue a claim to defer any recovery need to call Student Finance England to request a financial hardship form. Please note this step need only be taken once you have been notified of your revised funding entitlement for 2019/20.

If you have any additional questions regarding your funding then please contact the Funding Team: [funding@manchester.ac.uk](mailto:funding@manchester.ac.uk), +44 161 275 5000.

### **Q. Living Cost Support Fund**

Living Cost Support Fund applications are still being processed, however as we are not able to take documents face to face or receive them via post all supporting documents will need to be emailed to [funding@manchester.ac.uk](mailto:funding@manchester.ac.uk).

### **Q. Canadian Tax Forms**

Please email any forms to [funding@manchester.ac.uk](mailto:funding@manchester.ac.uk) and a member of staff will return the completed form to you.

### **Q. Nursery Bursary**

The Nursery Bursary applications are still being processed, please email all supporting documents to [funding@manchester.ac.uk](mailto:funding@manchester.ac.uk).

### **Q. Travel Awards**

Due to the ongoing Coronavirus, after careful consideration, the decision has been taken to cancel the 2019/2020 Travel Award Scheme.

<http://www.studentsupport.manchester.ac.uk/finances/funding-opportunities/all/travel-awards/>

### **Q. Given the current COVID-19 situation what action do I need to take in relation to my US loans?**

Following the suspension of face to face teaching and closure of non-essential facilities on campus, students can now return home if they are able to and complete their studies remotely.

The U.S. Senate have now passed the legislation that waives the prohibition against distance education for students receiving U.S. Direct Loans for study at eligible non-U.S. institutions of higher education. This means you can continue your studies remotely, if you wish, without any implications for your Federal loan entitlement. The waiver applies retroactively to 1 March 2020 and will remain through the end of the COVID 19 emergency (as declared by government authorities in the country where the foreign institution is located) and for the following payment period (generally the following term).

Should you have any further questions please email [funding@manchester.ac.uk](mailto:funding@manchester.ac.uk)

### **Q. What if my question is not answered above?**

Please note that we are unable to take phone calls as our offices are shut, if you have any further questions or require any more information that isn't answered in the above questions please contact [funding@manchester.ac.uk](mailto:funding@manchester.ac.uk) and we will get back to you as soon as possible.