

## Student Finance Face to Face Appointments

Got questions about your tuition fees, sponsorship, or student loans?

Students can now book a face to face meeting, on an *appointment-only* basis, to discuss student finance queries at one of three Student Support Hubs.

### Faculty and Times:

- **Monday, 1:30 PM - 4:00 PM**  
Faculty of Humanities
- **Tuesday, 1:30 PM - 4:00 PM**  
Faculty of Science and Engineering
- **Wednesday, 1:30 PM - 4:00 PM**  
Faculty of Biology, Medicine and Health

A Hub from each Faculty will be participating in the pilot, so although you are encouraged to book an appointment at the Hub based in your own Faculty, this is not essential. You will be told the location of your drop in session after making your booking.

### Booking Details

Appointments are 15 minutes long and must be booked online:

👉 [Click here to book your appointment](#)

You can also scan the following QR code for quick access to the booking system.



Please see examples on what queries we can and cannot assist with on the next page.

## What We Can Assist With:

- Questions about tuition fees: amounts, due dates, errors, or refunds
- Assistance with financial registration
- Sponsorships and sponsor invoicing
- Queries regarding the Cost of Living Support Fund application process (please note we cannot assist with CoLSF assessment outcomes)
- Student Loans (SLC-related queries)
- Payment issues for stipends, scholarships, bursaries, or prizes

## What We Cannot Assist With:

For the following issues, please contact the appropriate teams directly:

- **Income Office** ([cashiers@manchester.ac.uk](mailto:cashiers@manchester.ac.uk)): Payment receipts or direct debit queries
- **Credit Control** ([self.funding@manchester.ac.uk](mailto:self.funding@manchester.ac.uk)): Unpaid fees, negative service indicators, or debt collections
- **Fee Assessments** ([feeassessment@manchester.ac.uk](mailto:feeassessment@manchester.ac.uk)): Residency status or fee classifications

**Note:** You will be asked to outline your query when booking your appointment, and you may risk cancellation if it is something we cannot assist with.

Alternatively, you can contact the Student Finance Team using our [online enquiry form](#), which may also provide an immediate answer to your query.

## The Student Finance Team

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