HIGHER EDUCATION STUDENT HARDSHIP FUND POLICY AND INFORMATION 2026-27

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Purpose

The HE Hardship Fund is a limited, non-repayable discretionary bursary fund used to provide grants to undergraduate 'home' (eligible for home fees) students to relieve financial pressures, so that they can concentrate on their studies and remain in higher education. The fund can be used to:

- Help towards living costs not already met from other sources.
- Assist students in financial hardship.
- Provide emergency payments to deal with unexpected financial crises.
- Help students who are considering leaving their courses due to financial problems.

Please discuss your situation with your HE Student Support Officer (Hannah.Brown@ccn.ac.uk) before applying for this help. You can also contact our Finance Advisor who will be happy to signpost you to organisations who can help with budgeting and/or debts.

Please note that the HE Hardship Fund cannot help with tuition fees and there is no guarantee of an award upon application. Please read about the HE Hardship Fund guidance below before applying.

Eligibility

The HE Hardship Fund is available to current and active students (meaning you have not withdrawn or intercalated) on higher education programmes at City College Norwich and Easton College.

The fund is available for HE students (including apprentices) who have a gross household income of less than £22,000 (or £30,000 if you have a partner)

For students who have applied for a maintenance loan through Student Finance England (SFE), you must be able to provide evidence of an SFE award letter showing assessment of household income providing you with the maximum maintenance loan given your circumstances, whether you are living at home, or away from home.

The Fund is **not available for** international students studying on a student visa.

Please note, you will only be considered for help from the Hardship Fund if you have made realistic plans to cover your tuition fees (where applicable) and living costs. You must also have applied for any Government statutory support for which you are eligible.

Priority within the Fund

Priority will be given to students from traditionally underrepresented groups in Higher Education, as defined by the Office for Students, who may experience financial barriers that may otherwise negatively impact on their studies. Of these groups, particular emphasis will be placed on: -

- Lone parents
- Disabled students (especially where DSA is unable to meet certain costs)
- Students who are Care Leavers

- Students who are Carers
- Students who are estranged from their parents.
- Students from Low-income families
- Mature Students
- Students from Polar4 Quintile 1 and Quintile 2 postcodes, with the following checker used to confirm this https://www.officeforstudents.org.uk/data-and-analysis/young-participation-by-area/search-by-postcode/ NB please enter your Parent(s)/Guardian(s) postcode in the case of dependent students.
- Students facing a significant barrier to learning as the result of the imposition of any new local / national lockdowns (i.e. as a result of a pandemic) that may lead to a greater reliance on remote teaching.

When to apply
Applications can be accepted from 1st October outlining your financial needs.

How to apply
Applications can also be made electronically via email to the financial advisers at financialadvice@ccn.ac.uk .
For a MS Word copy of this application form, please contact the HE Student Support Officer at Hannah.brown@ccn.ac.uk

You can pick up an application form from the reception desk at Norfolk House or the Advice Shop at the College's Ipswich Road campus, or via Easton College's Student Centre. Alternatively, you can print a copy from our website https://www.ccn.ac.uk/support-and-advice/student-finance-at-city-college-norwich-2/higher-education-finance2/ or https://www.easton.ac.uk/support-and-advice/student-finance-2/

Please note that the Hardship Fund does not cover tuition fees.

How your application will be assessed
Your application will be assessed by a panel of staff from the Student Services department.

Maximum Claims
Given that there are limited funds available, individual student's claims against the fund may not normally exceed £1000, in any one academic year. This is so that as many students as possible can benefit from this support. Applications will be treated on a first come –first served basis, noting the priority groups for support as outlined above.

Timetable for making a decision
Provided your application form has been accurately and fully completed and all necessary evidence submitted an assessment and decision will be made within **4 weeks (term time)** of submission. If successful, you can expect to receive a payment within 7-10 days of your email notification (see below). Please be aware that in exceptional circumstances, it may take longer to process applications.

Welfare Benefits
Please note that payments from this hardship fund may impact on your entitlement to welfare benefits, so please check with your benefits provider before applying.

How you will be notified about the outcome of your application
We will email you with confirmation of the outcome of your application.

Appeals

In the event of your application being refused by the college, you will have the right of appeal. In the first instance, contact the Finance Advice Team with more information. If this does not resolve the matter a further appeal can be made in writing and addressed to the Assistant Principal Student Services for consideration by the Appeals Committee. You will be sent a response within 10 working days. You should bear in mind that the Hardship Fund Panel's original decision will normally be upheld if no new evidence of your financial hardship is forthcoming. However, you may choose to make an official complaint to the college. A complaints form is available from the Advice Shop reception desk.

Contact More advice on HE Funding is available from our Financial Adviser**,** Darren Spauls
Available by telephone 01603 773322, or email financialadvice@ccn.ac.uk

HIGHER EDUCATION STUDENT HARDSHIP FUND
APPLICATION FORM 2026/27

1. Student Personal Details	
Title: **Mr / Mrs / Miss / Ms / Other**	**Term Time Address:**
Full Name: (first name / surname)	
Student ID Number:	**Home postcode:**
College Email Address:	***Admin only* Polar** ***Y / N*** ***4 Quintile*** ***1 / 2 household?***
Home Telephone Number:	**Date of Birth:** ____/ ____/ _____
Mobile Number:	**Your age (in years) on 31/08/2026**
Please let us know who lives in your household? E.g. spouse, partner, parents/guardians, any children or independently	
Are you a Care Leaver? (Please circle as appropriate) Yes / No	
Are you a Carer? (Please circle as appropriate) Yes / No	
Do you have a Disability? (Please circle as appropriate) Yes / No	

2. Residential Status (Please circle as appropriate)		
British Citizen EU/EEA Refugee/Indefinite leave to remain. Other ……		
Country of Origin:	**Date of Entry into UK:**	
3. Course Details		
Course Title:	**Course Start Date:**	**Course End Date:**
Year of course: (please circle) 1st Yr. / 2nd Yr. / 3rd Yr.	**Mode of Study**: (please circle) Full time / Part time	**Which days do you attend?** (please circle) Mon / Tues / Weds / Thurs / Fri
4. Income Details		
	Tick	**Evidence Required:**
I am / my spouse / partner / parent(s) / carer(s) are in receipt of Income Support, Job Seekers Allowance, Employment and Support Allowance or Working Tax Credit/Universal Credit		Please provide a letter **dated within the last 3 months** from the Department of Work and Pensions or a full copy of Tax Credit award letter for 2026/2027 or Universal Credit statement showing allowances and deductions.
I am / my spouse/ partner / my parent(s) / carers are employed		Please provide 3 **recent** months pay slips.
I am in receipt of DSA / DLA / PIP		Please provide proof of what help you receive.
I currently have no source of income other than my student finance.		Please explain your circumstances below in section 9.

5. Are you in receipt of a maintenance loan from Student Finance? (Please circle)

Yes / No

If yes, please attach evidence of your current maintenance loan amounts from Student Finance.

If no, please explain why below, and provide evidence of your household income to attach to this form.

6. Do you receive any of these Student Finance grants? (please tick all which apply)

☐ Childcare Grant
☐ Adult dependents grant ☐ Parents learning allowance.

If yes please attach evidence of award amount

7. Expenses (per month)		**8. Bank details (for payment)**
Mortgage/Rent	£	Account Holders Name:
Total Childcare costs	£	
Childcare costs not covered by CC Grant	£	Account number:
Travel (to College)	£	
Bills	£	Sort Code:
Food	£	
Total	**£**	Signature:

9. Personal Statement

Please give details of the financial hardship you are experiencing at present and what help you require.
Please include any information you would like the Bursary and Hardship Panel to be aware of.

Please note that your application will not be assessed without the above evidence.

10. STUDENT DECLARATION

Declaration – Privacy statement, Sharing your data.

To process your application for HE Hardship Grant funding we may need to share some of your personal information with the following agencies on your behalf:

- Travel companies: so that we can assist with the purchase of your travel pass.
- Childcare providers: so that we can pay childcare costs.
- Education charities: so that the charity can make payments to you.
- Summary data from this application will be used to monitor and evaluate the effectiveness of this fund. Data will be shared at a summary level with the Office for Students, but no individual student data will be identifiable from this data.

What information will we share? Subject to your hardship needs, we may need to share details about your:

- Name, address, date of birth, student ID
- Your travel arrangements
- Your child's name (applications for help with childcare costs)
- Evidence of household income
- Your attendance, progress, behaviour and course costs

If there is anyone listed above who you do not give us consent to contact, please contact the finance team on financialadvice@ccn.ac.uk to discuss before you submit this form.

City College Norwich Privacy notice

Your data will be processed in line with the College Privacy notice. To read the full City College Norwich Privacy notice for Students: https://www.ccn.ac.uk/support-and-advice/privacy-policy/

The College is registered under the Data Protection Act 2018 (DPA 2018) as Norwich City College of Further & Higher Education.

Your Declaration

I declare that all the information I have given is correct. If my/my parent's financial circumstances change, I undertake to notify the College. If I withdraw from my course, I understand that I may be asked to repay all or part of the monies that I have received including the return of any equipment. I understand that if I submit false or incomplete information or do not declare income that is relevant, you may refer me to the Department of Education and/or the Police.

I have read the information in the HE Hardship Fund Guidelines and by submitting/signing this form I am consenting to the College using my information as above.

Student's Signature		Date	

Please send the completed form to:
Advice Shop, City College Norwich, Ipswich Road, Norwich, NR2 2LJ.
Telephone: 01603 773322/Textphone 01603 773513. Email financialadvice@ccn.ac.uk