

Distributing Funds for Student Hardship Procedure

Controlled Document – refer to Intranet for latest version

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Scope

The funds are to support UCOL domestic students who are faced with an unexpected financial difficulty or emergency which is affecting progress in their course of study and who meet the criteria set for each campus. This procedure applies institution wide.

Responsibility

Lies with the Student Support Team on each campus

Procedure

1. Student makes an appointment to see appropriate person on relevant campus.
2. Student is interviewed and all relevant information is recorded. Records must be maintained on the Student Services database.
3. The fund is to support need of a temporary nature.
4. Applicants should show that other avenues of assistance have been sought first.
5. Other forms of assistance should be researched as being more appropriate, e.g. StudyLink, Work and Income, AS@U.
6. All applications should be dealt with expediently as appropriate for each campus system.
7. Applicants should produce documentation to support their application if requested e.g. an account, rent arrears notice etc.
8. Students will need to provide a current printed bank statement (internet statement is acceptable) with their last ten transactions.
9. As a condition of receiving the hardship grant applicants may be required to seek further long term budget advice.
10. All information provided remains confidential. Permission may be gained to obtain clarification where necessary.
11. Applicants who supply incorrect information may have their application declined.
12. Decisions made by the individual staff member awarding grants must be fully documented, i.e. who/how/why.
13. Hardship can be paid out as food vouchers, petrol vouchers or an emergency doctor's payment. Eligibility for referral to an emergency doctor can only be

administered by staff based at the student health centres, student coach or a nominated delegate. Hub Central staff in Palmerston North and Library staff in Whanganui can advise who the nominated delegate is.

14. Payment must be documented, verified and signed by two staff members. It must also be countersigned by the recipient.
15. There will be a limit set to how much an individual student can receive in a 12 month enrolment period. \$200 per full time student or on a pro-rata basis dependant on enrolment period is the limit. Any amount above this requires approval from the Executive Director Student Support.
16. Statistical information should be kept for reporting purposes.
17. This is a discretionary grant and not an entitlement. Every application will be assessed upon the individual details and merits of the application. The number of students receiving assistance is limited by the funds available each year.

Relevant Legislation

Education Act, 1989. Section 220, 2 c

Related Documentation and Web Sites

[Student Hardship Fund Policy](#)