University of Portsmouth Support Fund

Guidance Notes

Please read the following pages carefully. You will need to know about:

- Eligibility
- What evidence we need, how to get it, and how to send it to us
- What happens next in the application process

Eligibility and assessment

All students

Applications are accepted throughout the academic year until Friday 18th June 2021. Supporting documents must be included with your application. Applications that do not have all the supporting documents cannot be processed.

Priority will be given to the following groups:
- Students with children
- Care leavers and estranged students
- Students with disabilities
- Students from low-income households
- Mature students with existing financial commitments

The following guidelines must be considered when applying:
- Your application cannot be processed unless you have answered all of the appropriate questions and have included supporting evidence
- Awards are not normally available to help meet the cost of tuition fees, except in exceptional circumstances
- You will normally only be able to apply once in an academic year, but we can review your application if your financial issues continue or worsen.

Assessment of your application
All awards are assessed on your individual circumstances. Awards are only payable where there is an assessed additional need caused by unforeseen financial circumstances or hardship, proof of which will be required in all cases.

Payment of awards
You will be notified by email of the outcome of your application and, if successful, the payment date for your award. This will normally be paid to your bank account. However, third parties may be paid at your request, including the University Finance Office if you have a debt to the University.

Should you have any further questions about the application, please contact the Student Finance Centre.

Postgraduate students

Applications will normally only be accepted from the following groups of students:
- Students with children
- Care leavers and estranged students
- Students with disabilities

Awards will only be considered if students can demonstrate that they have made realistic provision to fund both their tuition fees and living costs before starting their course.

The University cannot help with tuition fees.

Part-time students

Support for students on part-time courses is limited to study costs and travel costs only, subject to a full income assessment.

International and EU students

The Emergency Fund provides discretionary financial support to non-UK students. Assistance will normally only be considered in cases where an unforeseen emergency has occurred, resulting in the student having significant additional costs or a corresponding loss of income. Awards will also be considered in cases of

genuine financial hardship. International students will need to show that they had made adequate financial provision before the start of their course to cover tuition fees, accommodation and general living costs in line with UKVI requirements (full tuition fees and the equivalent of £9,135 a year towards accommodation and living costs).

Please also read the guidance on providing evidence with your application on the following pages.

Providing evidence with your application (emailed applications)

Providing evidence of your Student Finance award

- Log in to Student Finance England (or Wales, or Northern Ireland)
- Go to 'Letters and emails' at the top of the screen
- Find the most recent PDF document entitled 'Online Notification of Entitlement Letter'
- Open the document then download it and save it to your computer or mobile device
- Attach this document to your email

Providing up to date bank statements

We need to see three months' up to date bank transactions from every account that you hold. This includes the ones that you do not use, or which have little or no money in them.

There are a few ways you can get these statements to us:

Download transactions from online or mobile banking
- Log in to your online or mobile banking
- The way you access statements will be different for each bank. Please see the links to most banks' guidelines at the end of this document
- Ideally you should download a PDF of your transactions from today, going back three months
- Attach the PDF to your email. We cannot accept Excel, Word, .CSV, .QIF or other editable documents.

Download a mixture of statements and transactions from online or mobile banking
- If you cannot download transactions going backwards from today, download your most recent three months' statements
- Statements always end on the same day each month so they may not be right up to date
- View your recent transactions (from the last day of your most recent statement up to today) and screenshot them
- Attach the PDF statements, and the screenshots of the transactions, to your email
- Please do not send three months' worth of screenshots

If you have printed statements
- You can photograph printed statements if you cannot easily download them as PDFs (which we would prefer)
- Please make sure the document is flat, that the light is good, and you photograph only the document so that it is filling the frame
- Any transactions that have happened since the last date of the most recent statement can be screenshot as above
- Attach all images to your email

Information about screenshots
This should only be used to provide us with any transactions that have been made on your account since the last date of your full statement. They must always show your name and account details so that we can identify them as yours. We cannot accept three months-worth of mobile screenshots.

Other supporting evidence

Tenancy or halls agreement
- If you are in halls of residence, you should have had a copy of your agreement by email. We need to see which hall you are in and how much your rent is for the year. You can forward this email to us. Please remember to tell us that it is to be attached to your application.
- If you are in private accommodation, we don't need to see the whole tenancy agreement. We just need to see the page that shows your name, the address of the property, and how much rent you have to pay. Many tenancy agreements have a summary page.

- You may also send us other evidence of rent payments (eg receipts) if you do not have a formal agreement.
- Paper agreements and receipts can be photographed Please make sure the document is flat, that the light is good, and you photograph only the document so that it is filling the frame.
- eMailed agreements can be forwarded to us.
- Online agreements should be screenshot as we will not be able to log in to see them.

Do you live with a partner?
If you live with a partner, you will need to complete the Partner's income and expenditure page on the application form. You will also need to provide three months' up to date bank transactions for all of their accounts, and any joint accounts, as well as copies of their wage slips or proof of benefits and any other items you add to this page.

We do not need your household bills
We have a set figure that we include in our assessments for living costs (including mobile phones), so we don't need to know about your utility bills, etc. If, however, you have received a final demand or if you are repaying utility debts, then please provide evidence.

What other information do we need?
If you have entered an amount anywhere on the income and expenditure page, or the partner's page, we will need evidence of that income or expenditure. This may be benefit awards, bank loans, one-off payments, etc. On the application form there are icons with three exclamation marks. Alongside these are instructions about the evidence we need in each case.

Ways to submit evidence
- At present we can only accept applications by email. Good quality scans or photographs of documents are acceptable. We just need to be able to read them.
- Please get in touch if you need apply on paper for reasons of accessibility and we will work with you to organise this within current student and staff safety guidelines for our office.
- We cannot access or open documents stored within a Drive or Cloud system. Please always attach documents directly to the email.
- Make sure that your full name and student number are included in your email.
- Applications or evidence sent by email should be sent to SFC-admin@port.ac.uk

Why do I need to provide all this evidence?

The University of Portsmouth Support Fund has been set up to provide financial assistance to students who are in hardship. We need to look at your overall financial situation in order to assess the level of hardship before we can make any payment. The evidence we ask for gives us the information we need to be able to do this. We have to be very strict about the evidence we accept because our service is audited to make sure that we stick to the rules.

We need to know about your funding award, not only to add to our calculations, but also to be sure that you are getting all the funding you are entitled to.

Bank statements must include your name, sort code and account number so that we know that belongs to you, and so that we can use the information to make payments correctly into your account.

What happens next?

- Your application will be scanned on to our system and passed to a Fund Officer who will assess your application. If the Fund Officer needs more information from you, they will contact you at your University email address. They may need to speak with you on the phone about your application. In most cases, if you have provided all the necessary evidence, there will be no need to contact you.
- Once the application has been assessed it will either be passed for payment, or you will be emailed to tell you that it has not been successful.

- If you have qualified for an award, you will receive an email informing you of the payment date and the amount.
- If you would like to know our current timescales, please ask a member of staff when submitting your application. We are normally able to give you an answer within a fortnight, if you have provided all the information we need.

Any questions?

You can email us at SFC-admin@port.ac.uk, call us on 023 9284 3014. You can also send us a message via our Facebook page: www.facebook.com/loveyourmoneyUoP/

Our opening hours are Monday to Thursday, 9am to 5pm, and Friday 9am to 4pm.

Currently we are only able to see students in person under certain circumstances, by pre-arranged appointment.

Please see the next page for links to banks' statement and transaction guidance.

Bank statements - how to download them
Alphabetical list

Barclays
Includes links for setting up for paperless statements:
https://www.barclays.co.uk/ways-to-bank/online-banking/online-statements/

Coop
How to view statements – see list on right-hand side of screen for all questions: https://www.co-operativebank.co.uk/business/faqs/ways-to-bank/online-banking/statements-and-transactions/401100000001922

First Direct
Online banking and through app:
https://www1.firstdirect.com/help/bank-accounts/statements-and-balances/

Halifax
Guide to exporting a PDF of transactions:
https://www.halifax.co.uk/aboutonline/things-you-can-do/managing-your-accounts/#4

HSBC
Clear guide for downloading statements from mobile and online accounts:
https://www.hsbc.co.uk/help/banking-made-easy/online-statements/

Lloyds
Third item on page, 'get copies of your statements':
https://www.lloydsbank.com/online-banking/internet-banking/using-internet-banking/statements.html

Metro
Where to find statement and download PDF: https://www.metrobankonline.co.uk/help-and-support/internet-banking/where-can-i-find-my-statement/

Monzo
Guide to getting a bank statement:
https://monzo.com/help/account-and-profile/bank-statement-how-to

Nationwide
Guide to view PDF statements:
https://www.nationwide.co.uk/support/support-articles/manage-your-account/view-current-account-balance

NatWest
Guide for downloading from online banking:
https://personal.natwest.com/personal/ways-to-bank/downloading-and-printing-statements.html

RBS
Step by step guide to viewing and downloading transactions and statements:
https://personal.rbs.co.uk/personal/ways-to-bank/downloading-and-printing-statements/downloading-and-printing-statements-online.html

Revolut
Generating a PDF version of statement:
https://www.revolut.com/business/help/exploring-revolut/viewing-my-account-statements/how-can-i-generate-a-pdf-version-of-my-statement

Sainsbury's
My Accounts summary page:
https://www.sainsburysbank.co.uk/onlinesupport/online-support-manage#accordion-item-1-2

Santander
Statements are available in your eDocuments in online banking. Also a guide here to viewing transactions:
https://www.santander.co.uk/personal/support/customer-support/your-statements

Starling
Guide to getting a bank statement: https://www.starlingbank.com/features/statements/

Tesco
Statements and documents are stored in one place and can be viewed, saved and downloaded:
https://www.tescobank.com/online-banking/

TSB
Information available when you log in:
https://www.tsb.co.uk/help/internet-banking/paperless/

Virgin Money
How to view your statements (with screenshots):
https://uk.virginmoney.com/virgin/service/credit-card/guides/view-statements-online.jsp

TransferWise
How to download a statement – choose PDF only
https://transferwise.com/help/articles/2736049/how-do-i-download-a-statement-of-my-balances