

FINANCIAL

Assistance Guidelines for **Adults**

2018/19



Solihull College
& University Centre

Stratford-upon-Avon
College



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Disclaimer

All of the information in this booklet is correct at the time of going to print. We will try to notify you of any changes or amendments to this booklet wherever possible.

Who can apply for financial assistance?

You don't have to let a lack of money stop you from coming to college. If you have a low income or are on benefits then there are various funds available to enable you to start a course at the College.

Funds are aimed at those most in need of financial support. The following groups of students are eligible to apply:

- Priority 1 (household income £21,000) – will be awarded financial help on submission of a successful application. If you are eligible for this, an early application is recommended.
- Priority 2 (household income under £26,000) – applicants in this group will be awarded financial help after the October half term – subject to sufficient funds remaining. We would still encourage you to apply early although a decision is not likely until after the October half term.
- Priority 3 (household income under £30,000) – applicants in this group will be awarded financial help after all eligible applications from priority 1 and 2 have been funded. This will be subject to sufficient funds remaining. We would still encourage you to apply early as applications will be processed on a first come first serve basis.
- Priority 4 (household income under £35,000) – applicants in this group will be awarded financial help after all eligible applications from priority 1, 2 and 3 have been funded. This will be subject to sufficient funds remaining. We would still encourage you to apply early as applications will be processed on a first come first serve basis.

You should apply as soon as possible as funds are allocated on a **first come first serve basis**. Funding will be available for September, January and April enrolments.

Types of support available

Equipment and Trips

Each Head of School has provided us with a list of equipment and trips for each course, together with their associated costs. We use these costs to calculate the amount we award to you.

N.B. This award may not cover 100% of your course costs and you should bear this in mind when budgeting for your course.

Travel

- We provide a monthly payment to full-time students for travel. Funding for part-time students will be dependent on timetabled days in college.
- If you live less than a mile away from college you may only apply on health grounds and we will require a letter from your doctor.
- If you are applying for childcare and would like assistance with the journey to the childcare provider, please make this clear on your application form. We will take this into consideration.
- You are expected to take advantage of public transport and any travel discounts that may be available to students.

Childcare (paid directly to the childcare provider)

Childcare is only available for the time you spend in timetabled classes at college. Therefore, over the College holiday periods, we will not pay for your child's place.

Your childcare provider may ask for a retainer to save your child's place in the nursery over these periods. If there is such a charge you should discuss it with your childcare provider and make sure that they tick the related box on the Application for Childcare Costs form (pages 13 & 15).

If your child is aged 3 or over you may be eligible for a Nursery Education Grant (NEG). If your nursery is registered as a NEG-funded nursery you could claim for up to two sessions per day and up to five sessions each week. If you claim childcare for a child aged 3 or over then we will assess your application, deducting your NEG. If your nursery is not registered you will need to inform us.

We can only provide assistance for OFSTED registered child minders/nurseries.

Please note that the College takes no responsibility for the quality of care provided.

Your Responsibilities

It is your responsibility to inform us by letter if:

- (a) Your timetable changes (you must also let your childcare provider know)
- (b) Your weekly rate changes
- (c) The amount of days/hours your child attends the nursery changes (if you do not inform us your childcare support may be withdrawn)

We cannot guarantee that we will be able to meet any increase in costs and this will depend on the funds we have available at the time.

- If you withdraw from the course the College will take no responsibility for payment of outstanding fees to childcare providers. It is your responsibility to provide the child minder / nursery one month's notice on your withdrawal from the course.
- Your childcare provider will be asked to complete a claim form on a monthly basis. We will write to your childcare provider to explain the rules surrounding payment.

Please note: If you place your child in a nursery or with a childcare provider before receiving written confirmation of funding, the College will not cover these costs if your application is unsuccessful. You will, therefore, be responsible for any costs incurred.

| Award | MAXIMUM AWARD | PAID BY | Fully Funded Students | Non-Fully Funded Students |
|------------|------------------|--|-----------------------|---------------------------|
| Child care | £6,500 per child | BACS payment. (direct to the childcare provider) | Yes | Yes |

Young Adult Carers

If you are a Young Adult Carer and entitled to student finance then you may be entitled to an additional bursary in order to access the bursary you will need to meet with Student Welfare.

How to contact Student Welfare at Solihull College & University Centre

Telephone: 0121 678 7031 or Email: Welfare@solihull.ac.uk

Blossomfield Drop-in Service: Daily, 12.00 till 1.00pm

Woodlands Drop-in Service: TBC

How to contact Student Welfare at Stratford-upon-Avon College

Telephone: 01789 226 245 (ext.3420) or Email: Welfare@stratford.ac.uk

Stratford Drop-in Service: Daily, 9.00am till 4.00pm

Important information!

Funds are aimed at those most in need of financial support.

You should apply as soon as possible as funds are allocated on a **first come first serve basis**.

Please note: Following the introduction of the Advanced Learner Loans there are two separate support funds. Students who have received an Advanced Learning Loan will receive financial assistance from a separate fund. The eligibility criteria for both funds are the same but funds for both are limited and will run out.

You will not automatically receive your award. All awards are dependent on you achieving and maintaining a high level of attendance in all of your classes. Your attendance is monitored on a monthly basis.

Funding is normally only available for one course per academic year. If you are on a two year course, you will need to make a new application for help each year.

If you enrol and your application for financial support is unsuccessful, you will have to pay the costs associated with your course in full.

If you receive an award that will pay only a part of your fees, you will be responsible for paying the balance of any fees remaining.

You will normally not receive funding if you:

- **Already hold a higher/equivalent level qualification**
- **Have outstanding debts to the College**
- **Have previously (within the last 3 years) received financial assistance for a course unrelated to your planned course.**

Please note: Even if you are successful in your application for financial assistance your funding will not start until you are **fully enrolled**. You will not receive any payments before the start of your course. If you need to purchase items before your start date you will need to pay for these yourself. Please consider this when budgeting for coming to College.

The funding to help you with the cost of studying comes from a government fund and is public money. The assistance you receive is a discretionary award and will always be conditional on your attendance at college. Whilst we recognise that students can face financial pressures, **the funding you are applying for is not a right**. The College has a duty to make sure that funds are awarded fairly and to the students most in need.

Fraudulent Claims

This does not happen often, but we must protect ourselves against the possibility of fraudulent or dishonest claims. We ask for detailed information and may invite applicants for interview so we can distribute the funds fairly. If a claim is considered fraudulent, we will ask for any money awarded to you to be repaid in full. If you fail to repay your award, we may take court action. You would not be allowed to collect any course certificates until all costs had been repaid.

Guidance notes for completing the forms

Please read these notes carefully. Applications will be returned if not completed in full.

- Bank Details Form:** Bank Details - please complete all fields with your relevant details so that if successful, the College can make BACS payments directly into your bank/building society account.
- Section 1:** Personal Details - please complete all sections.
- Section 2:** Advanced Learner Loan - please tick the box stating whether or not you have applied for an Advanced Learner Loan.
- Section 3:** Residential Status - please tick the box that represents your residential status. All non-UK citizens need to inform us of their country of origin and date of entry into the UK as this can affect the funds you are eligible for. You should tell us your last date of entry even if you have entered the UK and then returned to your country of origin before coming back to the UK again. This does not include holidays.
- Section 4:** Additional Financial Assistance - please tick appropriate box(es).
- Section 5:** Course Details - please complete all sections.
- Section 6:** Dependants - this section provides us with additional information that can help make sure that we manage your application and award throughout the year.
- Section 7:** Previous Study - this sections provides us with additional information that can help make sure that we manage your application and award throughout the year.
- Section 8:** Household Income - this refers to your income and/or the income of parents, spouses or partners. You will be required to provide evidence of all income.
- Section 9:** Personal Circumstances - this section provides us with additional information that can help make sure that we manage your application and award throughout the year.
- Section 10:** Declaration - you must sign and date your application. Please read the declaration as your signature means that you agree to abide by it.



Solihull College
& University Centre

Stratford-upon-Avon
College



Student ID No.

Date Received

Application for Financial Assistance

Bank Details

In order for Student Support to make Financial Assistance payments we need details of your bank account. Please complete all sections of this form.

Student Name

Name of Account Holder
(If different from student name)

Bank / Building Society Name

Bank / Building Society Address

Account Number

Sort Code

Please note - If you change your bank account details we need to be informed one month before your next payment is due. For example, if you are due a travel payment in April, you will need to change your bank details with us at the beginning of March.

Student Address

I authorise all payments to be made into the above account.

Student signature

Date

Office Use Only:

Reason for different name to applicant

Staff Name

Staff

Signature



Application for Financial Assistance

Section 1: Personal Details

| | | | | | | | | |
|-----------------------|----------------------|--------------------------|----------------------|------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| First Name | <input type="text"/> | Title | <input type="text"/> | Male | <input type="checkbox"/> | Female | <input type="checkbox"/> | |
| Family Name | <input type="text"/> | Marital Status | Married | <input type="checkbox"/> | Single | <input type="checkbox"/> | | |
| Address | <input type="text"/> | | | | | | | |
| Postcode | <input type="text"/> | Date of Birth | <input type="text"/> | Age (as of 31st August 2018) | <input type="text"/> | | | |
| Mobile | <input type="text"/> | Contact Tel No. | <input type="text"/> | | | | | |
| Who do you live with? | Mother | <input type="checkbox"/> | Father | <input type="checkbox"/> | Guardians | <input type="checkbox"/> | Independently | <input type="checkbox"/> |

Section 2: Advanced Learner Loan

Are you applying or have you applied for an Advanced Learner Loan? Y ☐ N ☐

Section 3: Residential Status (Please provide passport or home office/IND papers/IND card)

| | | | | | | | |
|------------------------------------|--------------------------|-------------------------|--------------------------|---------------------|--------------------------|-----------------------|--------------------------|
| British Citizen | <input type="checkbox"/> | EU/EEA Citizen | <input type="checkbox"/> | Asylum Seeker | <input type="checkbox"/> | Not an EU/EEA Citizen | <input type="checkbox"/> |
| Refugee/Indefinite Leave to Remain | <input type="checkbox"/> | Humanitarian Protection | <input type="checkbox"/> | Discretionary Leave | <input type="checkbox"/> | | |
| Country of Origin | <input type="text"/> | Date of Entry to UK | <input type="text"/> | | | | |

Section 4: Additional Financial Assistance

I would like help with: Travel ☐ Trips* ☐ Equipment* ☐ Childcare* ☐ *dependent on eligibility
AAT Membership ☐ UCAS Fees ☐

Section 5: Course Details

1st Year ☐ 2nd Year ☐ Full-time ☐ Part-time ☐

Course Title

Section 6: Dependants

Does the student have children of 18 years or below? Yes ☐ No ☐

If YES please tell us how many children the applicant cares for.

Is the applicant a lone parent?

Yes ☐ No ☐

Section 7: Previous Study Please give details of the highest qualification you hold and supply awarded certificates

| Qualifications (please tick (✓) any that apply) | Number achieved | Highest Grade Awarded | | | | |
|---|-----------------|-----------------------|---|---|---|---|
| NO CURRENT QUALIFICATIONS | | | | | | |
| GCSE's (Between A* & C) | | | | | | |
| AS Levels | | | | | | |
| A Levels | | | | | | |
| NVQ (please circle level achieved) | | 1 | 2 | 3 | 4 | 5 |
| GNVQ | | | | | | |
| BTEC | | | | | | |
| City & Guilds | | | | | | |
| Degree | | | | | | |
| Other - Please specify | | | | | | |

Section 8: Household Income (Please provide evidence as detailed below)

IN ALL CASES, PLEASE SUPPLY THE LAST 3 MONTHS BANK STATEMENTS TO SUPPORT THESE PAYMENTS

If you currently have no source of income, please make an appointment with a Welfare Officer, as your application can not be processed until you do so. Student Welfare email: student.welfare@solihull.ac.uk or welfare@stratford.ac.uk

What is the annual household income for all members of your household from the following?

| Income Type | Gross Value | Evidence Required |
|---------------------------|-------------|--|
| Employment | £ | Last 3 months payslips for all earned income. |
| Self-Employment | £ | Financial statement */ tax return for last financial year / tax credit letter. |
| State or Private Pensions | £ | P60 from last financial year. |

Are you or any members of your household in receipt of any of the following benefits?

| Benefit | Yes | No | Evidence Required |
|--|--------------------------|--------------------------|---|
| Employment Support Allowance (ESA) | <input type="checkbox"/> | <input type="checkbox"/> | <p>For all ticked boxes please provide the benefit award notice.</p> <p>All award notices must be dated within the last 6 months of this application and no earlier than the 1st April 2018.</p> <p>Please ensure that all the evidence supplied meets these criteria to ensure that we do not have to return it to you.</p> <p>Please note that we will ask for evidence of <u>ALL</u> income that appears on the bank statements that you supply.</p> |
| Income Support | <input type="checkbox"/> | <input type="checkbox"/> | |
| Jobseekers Allowance (JSA) | <input type="checkbox"/> | <input type="checkbox"/> | |
| Maternity Allowance | <input type="checkbox"/> | <input type="checkbox"/> | |
| Pension Credit | <input type="checkbox"/> | <input type="checkbox"/> | |
| Universal Credit | <input type="checkbox"/> | <input type="checkbox"/> | |
| Working Tax Credit (WTC) | <input type="checkbox"/> | <input type="checkbox"/> | |
| Child Maintenance Service (Formerly CSA) | <input type="checkbox"/> | <input type="checkbox"/> | |

OTHER BENEFITS

* Statement of Profit or Loss / Income Statement and Statement of Financial Position / Balance Sheet.

Section 9: Applicant's Personal Circumstances *(Please tick all that apply)*

- I am / have been in care Yes ☐ No ☐
- I am a carer for someone Yes ☐ No ☐
- I am homeless Yes ☐ No ☐
- I receive help from Social Services Yes ☐ No ☐
- I live independently from parents/guardians Yes ☐ No ☐
- I have a disability or learning difficulty Yes ☐ No ☐
- I am a member of the travelling community inc. Gypsy / Romani Yes ☐ No ☐
- Do you have an EHC Plan? Yes ☐ No ☐
- Do you have any medical conditions that may affect your attendance at college? Yes ☐ No ☐

If so please give details

Do you have any criminal convictions? Yes ☐ No ☐

Any information you disclose in this section will not adversely affect your application.

Section 10: Declaration

- I certify that the information in this application is true and accurate.
- It is my responsibility to inform the College if I withdraw from my course and I understand that I may be required to pay some or all of the money awarded and any fees outstanding to the College.
- I understand that if my attendance level drops below 100% two months in a row, my award may be stopped.
- I understand that there is an absence reporting procedure which needs to be followed.
- I understand that if my application for financial assistance is unsuccessful or successful in part, I will be liable for all outstanding fees related to my course(s) and it is my responsibility to pay these outstanding fees upon request.
- I am aware that the College will record and hold securely any information of a personal or sensitive nature.
- I understand that the information within this application form may be passed on to other departments in the College if directly related to my financial support.

Signature

Date

The College will process your application in accordance with the Data Protection Act 2018. All information will be held in accordance with the Data Protection Act and will not be passed on to other areas of the College without the consent of the student.

Although we will accept postal applications, we would encourage you to submit the form in person, so your forms can be checked and a receipt for processing can be given to you. Please note that The College cannot be held responsible for any application forms and/or supporting documentation that go missing in the post.

Please return to:

Student Support Advisors, Solihull College & University Centre, Blossomfield Campus, Blossomfield Road, Solihull B91 1SB.
or Student Support Advisors, Solihull College & University Centre, Woodlands Campus, Auckland Drive, Smith's Wood, Solihull B36 0NF.
or Student Support Advisors, Stratford-upon-Avon College, The Willows North, Alcester Road, Stratford-upon-Avon, Warwickshire CV37 9QR.

OFFICE USE ONLY:

| Evidence Presented | | Evidence Completed | | Annual Amount £ |
|---------------------------------|------------------|--------------------|---------------------------|-----------------|
| Type | Date of Evidence | Date Accepted | Document Reference Number | |
| Bank Statements (Last 3 Months) | | | | |
| | | | | |
| Payslips | | | | |
| | | | | |
| Self Employment / Tax Return | | | | |
| Pension (Private & State) | | | | |
| Employment & Support Allowance | | | | |
| Income Support | | | | |
| Job Seeker's Allowance | | | | |
| Maternity Allowance | | | | |
| Pension Credit | | | | |
| Universal Credit | | | | |
| Working Tax Credit (WTC) | | | | |
| Child Maintenance Service | | | | |
| Home Office Letter | | | | |
| Other: | | | | |

Further Evidence Required / Notes (OFFICE USE ONLY)

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All Evidence Witnessed and Accepted ☐

Annual Total £

Signature

Date

Application Decision

Accepted ☐ Priority Level

Declined ☐ Reason

Signature

Date

Application for Childcare Costs

This section must be completed by Nursery or Childminder

| | | | |
|---|----------------------|-------------------|----------------------|
| Company Name | <input type="text"/> | Reg. No. | <input type="text"/> |
| Name of Contact | <input type="text"/> | | |
| Address | <input type="text"/> | Postcode | <input type="text"/> |
| Telephone No. | <input type="text"/> | Email REQUIRED | <input type="text"/> |
| Name of Student | <input type="text"/> | | |
| Name of Child/ren | <input type="text"/> | Date of Birth | <input type="text"/> |
| (You must supply Birth Certificates for each child) | <input type="text"/> | Date of Birth | <input type="text"/> |

I confirm that I/we are providing childcare for the above child covering the following days/times per week:

Date child started in Nursery/Childcare

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|--------------------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| Number of children in your care | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Number of hours in your care | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Cost of extras (e.g. lunch, pick up) | £ <input type="text"/> | £ <input type="text"/> | £ <input type="text"/> | £ <input type="text"/> | £ <input type="text"/> |
| Total cost per day | £ <input type="text"/> | £ <input type="text"/> | £ <input type="text"/> | £ <input type="text"/> | £ <input type="text"/> |

Total cost per week? £

If applicable, what is the weekly amount of the Nursery Education Grant? £

*Total weekly costs less the Nursery Education Grant? £

*Any NEG allowance MUST be removed from weekly amount.

Do you charge a retainer or fees over college holidays / Bank Holiday period? Yes ☐ No ☐

Details about Learner Support Funds at the College

- Please note assistance will start at the beginning of the academic year. Late applications will be processed from the date received and the College cannot guarantee previous student payments will be reimbursed.
- All payments will be made by BACs payment each month. These payments are dependent on attendance reports, in some instances this may delay payment.
- All payments will be made direct to the nursery/childminder. Please note we will only pay up to £6500 per child/per year.
- All payments are based on student attendance and funding will be withdrawn if this falls below 100%. Students will only get assistance for the hours of care the student is at college.
- Awards are based on the information shown above. Changes in rates due to annual rises, or due to the age of the child are not covered. You must inform us in writing of any changes in rates.
- If funding is withdrawn the student is responsible for payment of any outstanding accounts.

The College will process the information you have provided in accordance with the Data Protection Act 2018. The data will be processed for purposes connected with the students studies. The college will record and hold securely any information of a personal or sensitive nature.

I confirm that the above is a true record of care supplied and I will notify the College if there are any changes. I understand the points listed above.

Signature

Date

Name

Position

Application for Childcare Costs

This section must be completed by Nursery or Childminder

Company Name

Reg. No.

Name of Contact

Address

Postcode

Telephone No.

**Email
REQUIRED**

Name of Student

Name of Child/ren

Date of Birth

(You must supply
Birth Certificates
for each child)

Date of Birth

I confirm that I/we are providing childcare for the above child covering the following days/times per week:

Date child started in Nursery/Childcare

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|--------------------------------------|--------|---------|-----------|----------|--------|
| Number of children in your care | | | | | |
| Number of hours in your care | | | | | |
| Cost of extras (e.g. lunch, pick up) | £ | £ | £ | £ | £ |
| Total cost per day | £ | £ | £ | £ | £ |

Total cost per week?

£

If applicable, what is the weekly amount of the Nursery Education Grant?

£

*Total weekly costs less the Nursery Education Grant?

£

*Any NEG allowance MUST be
removed from weekly amount.

Do you charge a retainer or fees over college holidays / Bank Holiday period?

Yes ☐

No ☐

Details about Learner Support Funds at the College

- Please note assistance will start at the beginning of the academic year. Late applications will be processed from the date received and the College cannot guarantee previous student payments will be reimbursed.
- All payments will be made by BACs payment each month. These payments are dependent on attendance reports, in some instances this may delay payment.
- All payments will be made direct to the nursery/childminder. Please note we will only pay up to £6500 per child/per year.
- All payments are based on student attendance and funding will be withdrawn if this falls below 100%. Students will only get assistance for the hours of care the student is at college.
- Awards are based on the information shown above. Changes in rates due to annual rises, or due to the age of the child are not covered. You must inform us in writing of any changes in rates.
- If funding is withdrawn the student is responsible for payment of any outstanding accounts.

The College will process the information you have provided in accordance with the Data Protection Act 2018. The data will be processed for purposes connected with the students studies. The college will record and hold securely any information of a personal or sensitive nature.

I confirm that the above is a true record of care supplied and I will notify the College if there are any changes. I understand the points listed above.

Signature

Date

Name

Position

Next steps

Successful applications

Once we have assessed your application, we will send you an award notification, usually within 10 working days of you completing the enrolment process, informing you of the level of support you will receive.

Please note that no money will be paid to you until you have completed the enrolment process. If you have not enrolled on your course your funding will be withdrawn and reallocated to another applicant.

Payments to support you with equipment and materials costs will be made at the beginning of your first term. However, with some courses you will receive an initial payment in Term 1 and a further payment in Terms 2 and 3.

Payments for equipment and materials will not be made before the start of your course. You may need to purchase items before we can make a payment. We may be able to provide a refund but only with proof of purchase.

Unsuccessful applications

No guarantee can be given that you will be successful in your application for financial assistance. If you are **not** eligible for an award we will send you a letter informing you why. We will write to you within 5 working days of receiving your completed application. If you have already enrolled for your course, or wish to enrol, you will have to pay in full any costs associated with your course. You may be able to pay in installments. (Please see Student Support for more details).

We would encourage you to contact Student Support as soon as possible if you are experiencing financial difficulties whilst at the college. We are keen to ensure you are successful in your studies and remain in college.

Conditions on receiving support

Withdrawals

If you withdraw from your course you will not receive further financial assistance. You will also have to repay any financial assistance you have been awarded and pay any outstanding fees.

Attendance and absences

To continue receiving financial assistance from the College you must attend **ALL** of your classes. Reports will be made every two weeks.

All absences are unauthorised unless you have told your tutor and had your absence agreed to in advance, using an SR1 Form. In the case of an absence you must notify your tutor, normally before or on the same day that you will be absent from class. **It is the student's responsibility to provide a completed copy of the SR1 form to the Student Support Advisors Team.**

If you are not in class and do not contact your tutor and complete an SR1 form, you will not receive your financial support payment for the period following the absence.

You should follow the College's Absence Procedure, details of which are available from Student Services and on the Student Hub.

Authorised absences may include:

- Unavoidable medical appointments. However, you are expected to make appointments with your GP or Dentist outside of class time.
- Court or probation appointments
- Attendance at a funeral or death in the family
- Driving practical test (not theory or lessons)
- University open days
- University interviews.

In some circumstances authorised absences due to illness can be allowed. Talk to your tutor for more details.

Unauthorised absences may include:

- Any holiday taken during term time.
- Lateness
- Personal / social reasons for not attending College
- GP or Dentist appointments (except Orthodontist).

If you have any questions about whether an absence is authorised or unauthorised you should talk to your tutor as soon as possible and **before** being absent from class.

Absence Forms (SR1)

If you are not in class you must complete an Absence Form (SR1*). Absence forms are available from your Faculty Office or reception at Woodlands. You will need to tell us the dates of your absence and detail the reason(s) for your absence. We will not be able to consider the authorisation of a payment without this.

*There are two types of SR1 form: SR1a and SR1b. It is vital you use the correct form to ensure timely payments.

SR1a is a 'Request for Leave of Absence' form. This type of absence is for a planned absence such as University Interview, Job Interview or Practical Driving Test. This form must be signed by your Personal Tutor and Head of School.

SR1b is a 'Sickness Absence Recording' form. This type of absence is an unplanned absence such as sickness.

Appeals

If for any reason your assistance is stopped or withdrawn due to poor attendance then you have the right to appeal. You should appeal to your tutor who will then contact Student Finance to tell them if your award should be reinstated.

If you believe your application has not been assessed correctly, you do not receive an award or you are not happy with the level of support allocated to you then you can appeal. Your appeal should be made in writing and addressed to: Front-line Services and Admissions Manager, Solihull College & University Centre, Blossomfield Road, Solihull, B91 1SB.

If you wish to appeal against the level of support we are giving you to help with your costs, you need to make your appeal **within two weeks** of receiving your award notice.

If, for any reason, you are not happy with the outcome of the appeal please let us know by writing to the Director of Student Services.

If you are unhappy with the decision by the Director of Student Services you can make use of the formal complaints procedure.

Solihull College & University Centre

Blossomfield Campus
Blossomfield Road
Solihull, B91 1SB

Solihull College & University Centre

Woodlands Campus
Auckland Drive, Smith's Wood
Solihull, B36 0NF

www.solihull.ac.uk

0121 678 7000

enquiries@solihull.ac.uk

Stratford-upon-Avon College

The Willows North
Alcester Road
Stratford-upon-Avon
Warwickshire, CV37 9QR

www.stratford.ac.uk

01789 266 245

hello@stratford.ac.uk



**Solihull College
& University Centre**

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College**

